EMPLOYERACCESS

Online User Manual

UniCare®

A Healthy Dose of Innovation®

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Introducing EmployerAccess

EmployerAccess at www.unicare.com – your health insurance management Web portal.

UniCare is making it easier for you to do business with us. In addition to the helpful resources already available on www.unicare.com, our online transaction service, EmployerAccess, has been updated to provide:

- Enhanced content
- Improved availability
- Faster response times
- And a brand-new look!

We've added Life & Disability management, allowing you to manage more at your convenience.

The new EmployerAccess offers you even more control over employee information, claim information and accuracy. Error messages signal missing or incomplete information, and electronic prompts guide you from one step to the next.

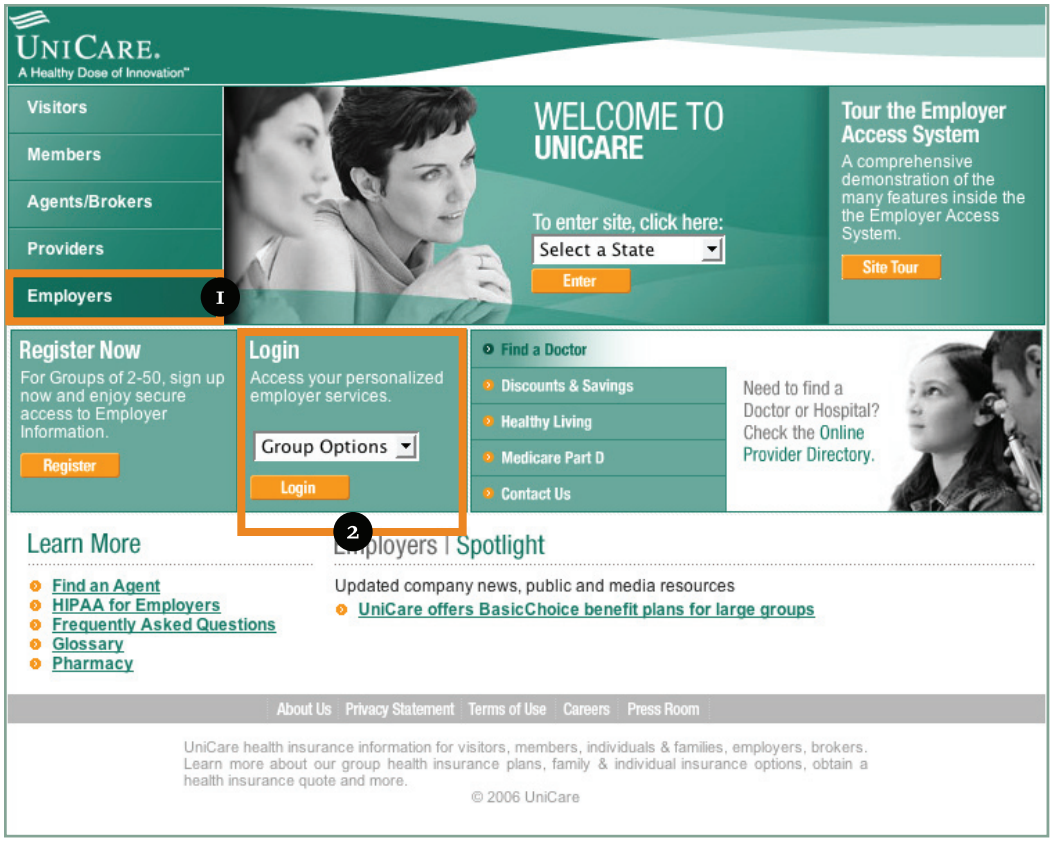
This manual offers step-by-step instruction on how to use EmployerAccess effectively. If you have specific questions, refer to the Table of Contents or the Frequently Asked Questions page in the back of the manual.

Getting Started

1. Visit www.unicare.com and click the "Employers" tab.

2. Look for the "Login" box. Select "Small Group" from the drop-down menu, then click "Login."

3. Enter your User ID and Password, then click "Login." Now you're ready to begin using EmployerAccess.



Tip:

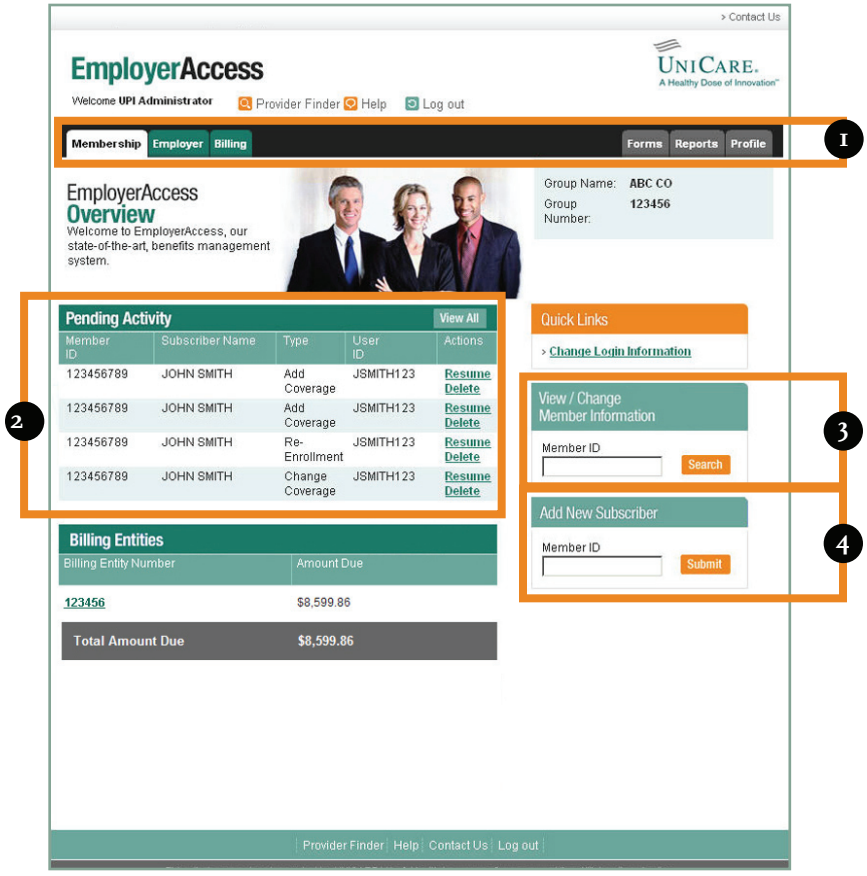
You can navigate EmployerAccess using tabs or "breadcrumbs." What are bread crumbs? Hansel and Gretel used the real thing to mark their trail. EmployerAccess marks your trail using an electronic version. Below the tabs are titles of pages you've visited, which appear as links. These are called breadcrumbs and they show you where you've been. If you want to get back to any one of them, just click the link.

The Membership main page is called "EmployerAccess Overview." Think of it as home base. Here, you can start the enrollment process for new employees (subscribers), access pending activity, perform a search for a current subscriber, or navigate easily using the tabs at the top.

1. Tabs to Employer Details, Billing, Forms, Reports and Profile are embedded at the top. They give you quick access to any of these screens.

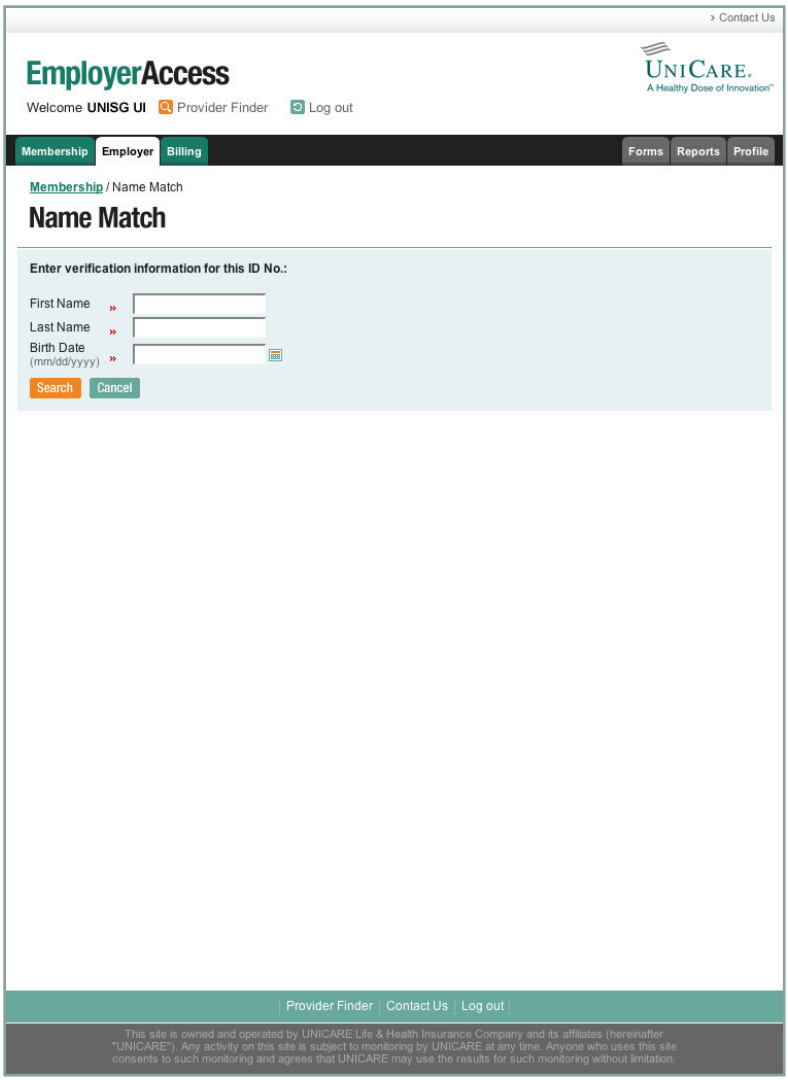
2. EmployerAccess Overview displays all your pending activity. To access your pending activity, click "View All" on the right. Resume or delete pending activity using the hyperlinks to the right of the specific activity. All incomplete work is automatically saved in Pending Activity and always appears in EmployerAccess Overview. *Note: You can also access Pending Activity from the "Reports" tab. Any pending activity that was started in a previous version of EmployerAccess will not be shown or available.*

3. To access benefit information or make changes to a current employee's benefits, enter the Member ID number (typically the Social Security Number) in the blank box under "View/Change Member Information," then click "Search."



4. To add a new employee, enter the Member ID number (typically the Social Security Number) in the blank box under "Add New Subscriber," then click "Submit." The first page in the new enrollment process, "Member Information," will appear.

If the person with the Social Security Number you entered has had prior coverage with UniCare, even with a previous employer, you will see this screen. This screen is meant to verify the Social Security Number entered. Simply enter the employee's information in the fields provided and click Search.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Name Match
Enter verification information for this ID No.:
First Name
Last Name
Birth Date
(mm/dd/yyyy)
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New Enrollment

Tip:

"Steps" are numbered to tell you where you are in the enrollment process. All steps must be completed before an employee is enrolled. If at any time you click "Save and Exit," your work will be saved in "Pending Activity." Please note that the new enrollment is not complete until you have clicked "Confirm" on the Enrollment Verification Screen.

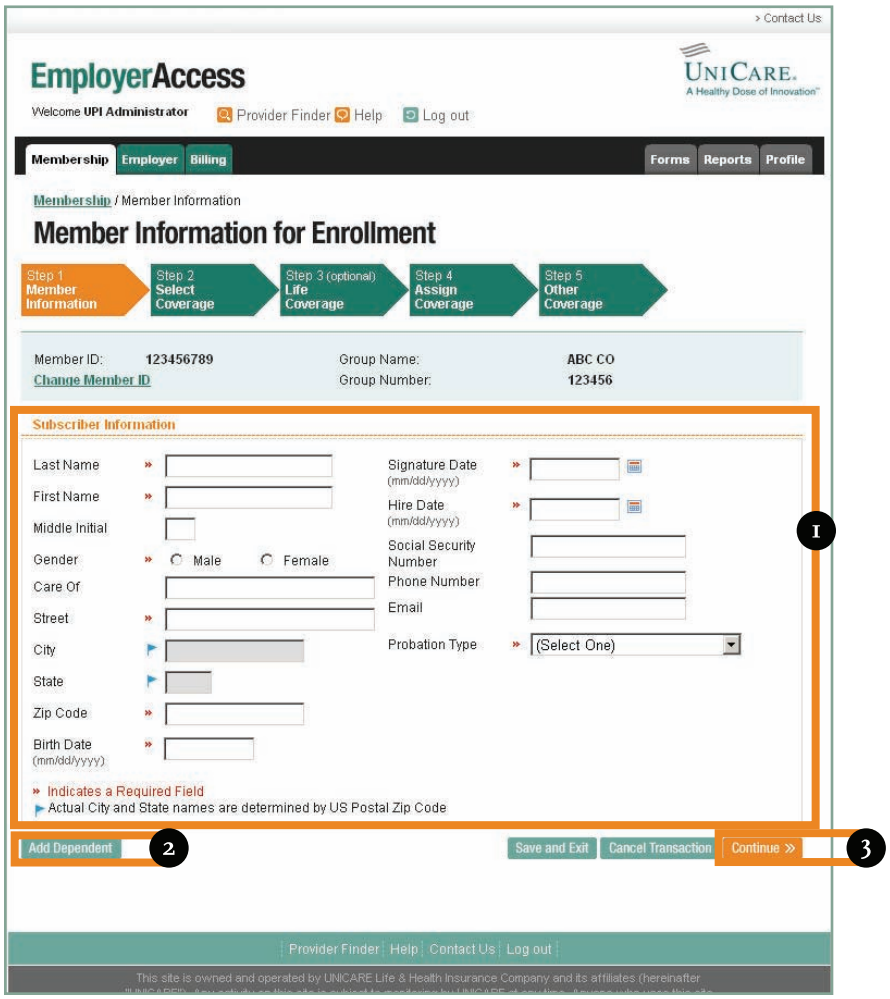
Step 1. Member Information
This is the beginning page to start the enrollment process.

To enroll an employee:

1. Enter the requested information into each blank box, or field. Fields with red arrows (>>) beside them indicate required information.

2. If the employee has dependents to enroll, click "Add Dependent."

3. If there are no dependents to enroll, click "Continue."

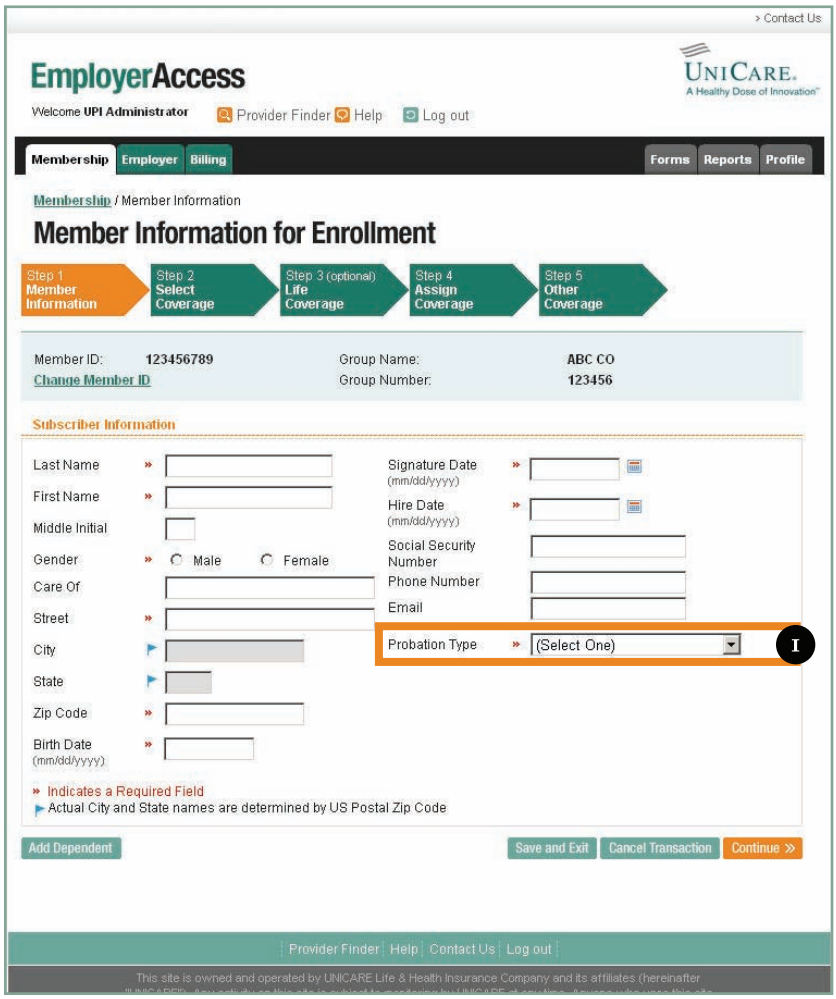


Tip:

If you did not complete all required information, an error message will appear telling you which field needs to be completed. You won't be able to continue to the next screen until completing the required fields.

I If you have multiple probationary periods (i.e., an exempt employee is eligible for coverage on the first day of the month following their date of hire and a non-exempt employee is eligible for coverage on the first day of the month following the date they complete three months of continuous employment – see note below), click the drop-down box for "Probation Type" and select the appropriate type. The employee's effective date of coverage will be calculated based on the "Hire Date" and the "Probation Type."

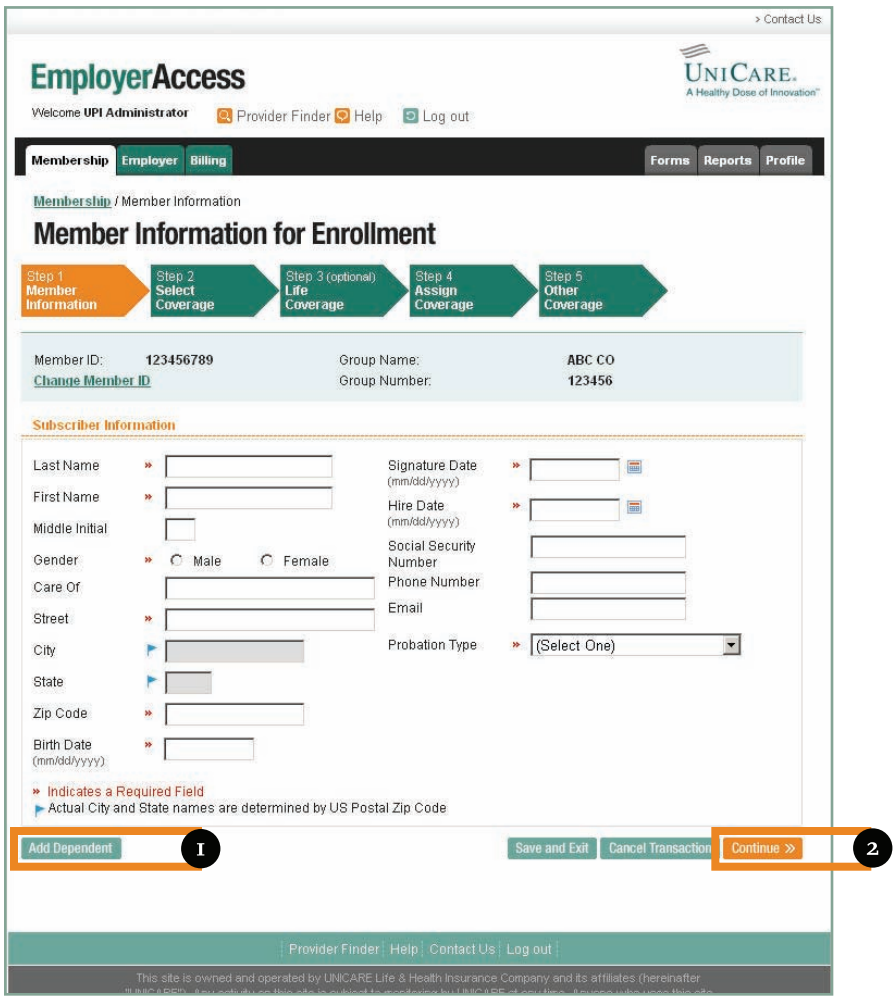
Note: Employees must meet eligibility requirements and satisfy their "waiting" period (referred to as probationary period) as defined in your Group Administrator Manual.



Step 1. Members (Dependents)
This step is applicable only if you want to add dependents or add coverage for existing dependents to the employee's benefits. This option is only available for new enrollees.

1. Complete the employee's information and click "Add Dependent" if the employee has more dependents to enroll. Fields requesting dependent information appear below the employee information.

2. Complete the information and click "Add Another Dependent" for each dependent to enroll. Otherwise, click "Continue."



Step 2. Select Coverage

Use this screen to select the applicable products for your group. For example: medical, life, and/or dental coverage for employees (subscribers) and, if applicable, dependents.

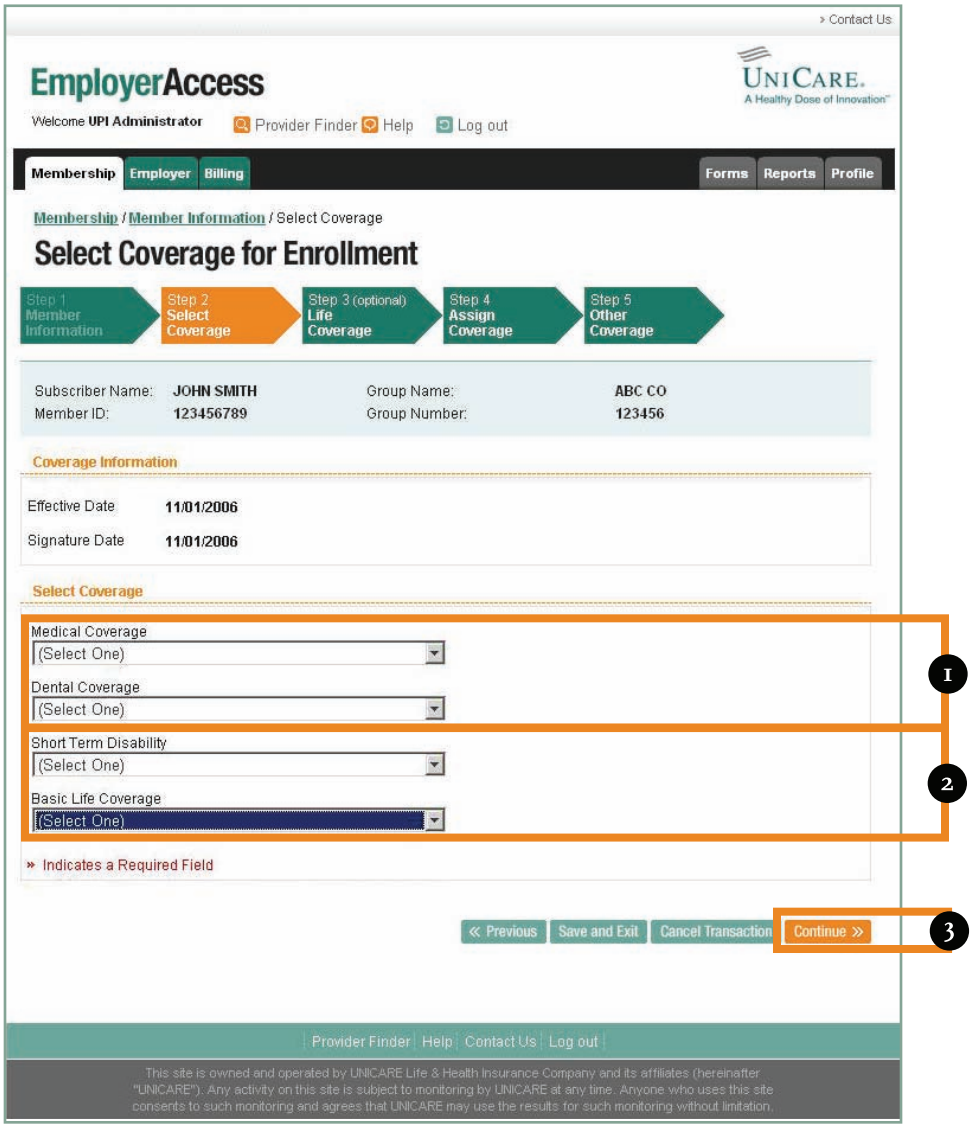
1. To complete this step, simply click the drop-down arrow and select the appropriate medical or dental coverage.

2. If your group offers Life & Disability products, please indicate here.

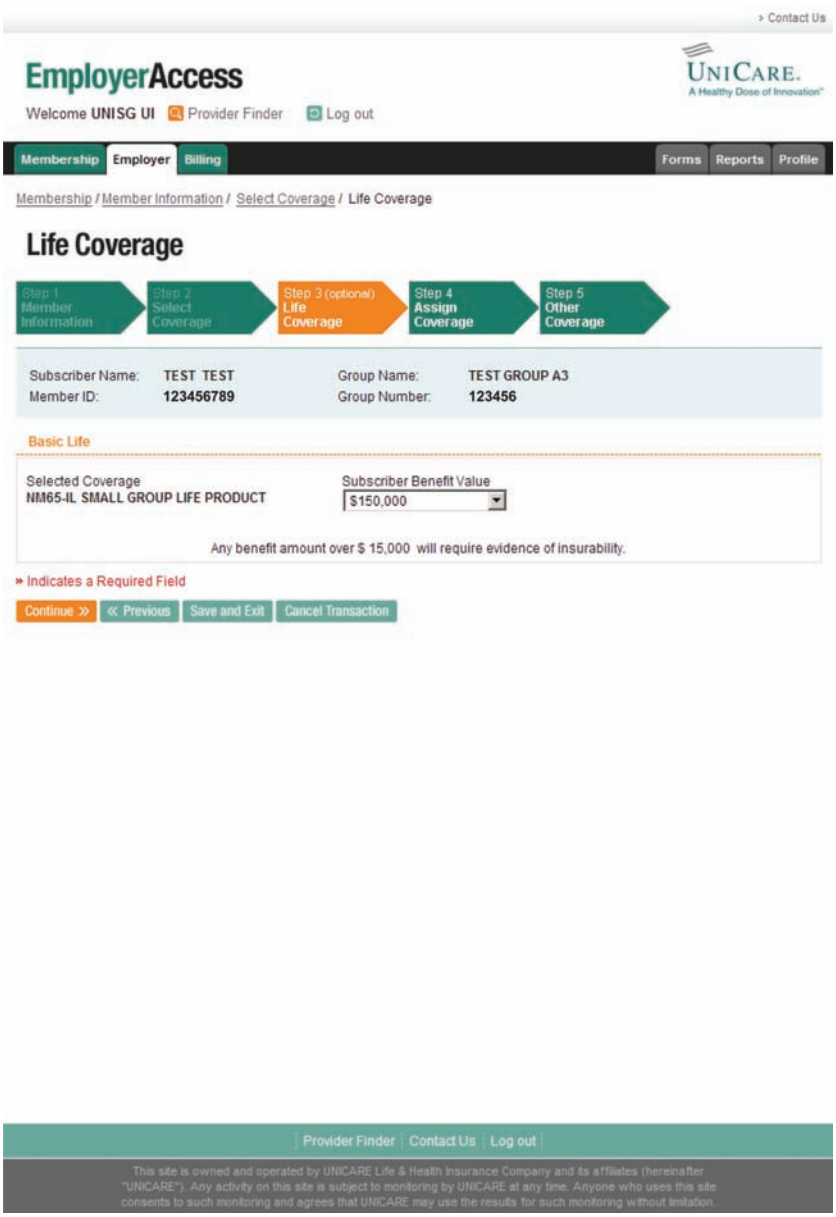
3. When finished, click "Continue."

Step 3. Life Coverage (Optional)

The Life Coverage screen (not shown) only applies to employees covered under one or more life coverages. If not applicable, leave blank and click "Continue."



Step 3. Life Coverage (Optional)
The Life Coverage screen only applies to employees covered under one or more life coverages. If not applicable, leave blank and click "Continue."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Reports
Profile
Membership / Member Information / Select Coverage / Life Coverage
Life Coverage
Step 1 Member Information
Step 2 Select Coverage
Step 3 (optional) Life Coverage
Step 4 Assign Coverage
Step 5 Other Coverage
Subscriber Name: TEST TEST
Member ID: 123456789
Group Name: TEST GROUP A3
Group Number: 123456
Basic Life
Selected Coverage
NM65-IL SMALL GROUP LIFE PRODUCT
Subscriber Benefit Value
$150,000
Any benefit amount over $ 15,000 will require evidence of insurability.
» Indicates a Required Field
Continue »
« Previous
Save and Exit
Cancel Transaction
Provider Finder | Contact Us | Log out
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Step 4. Assign Coverage

You have two options when enrolling an employee's dependents. You can choose to enroll all members in all coverage types or you can enroll each dependent separately.

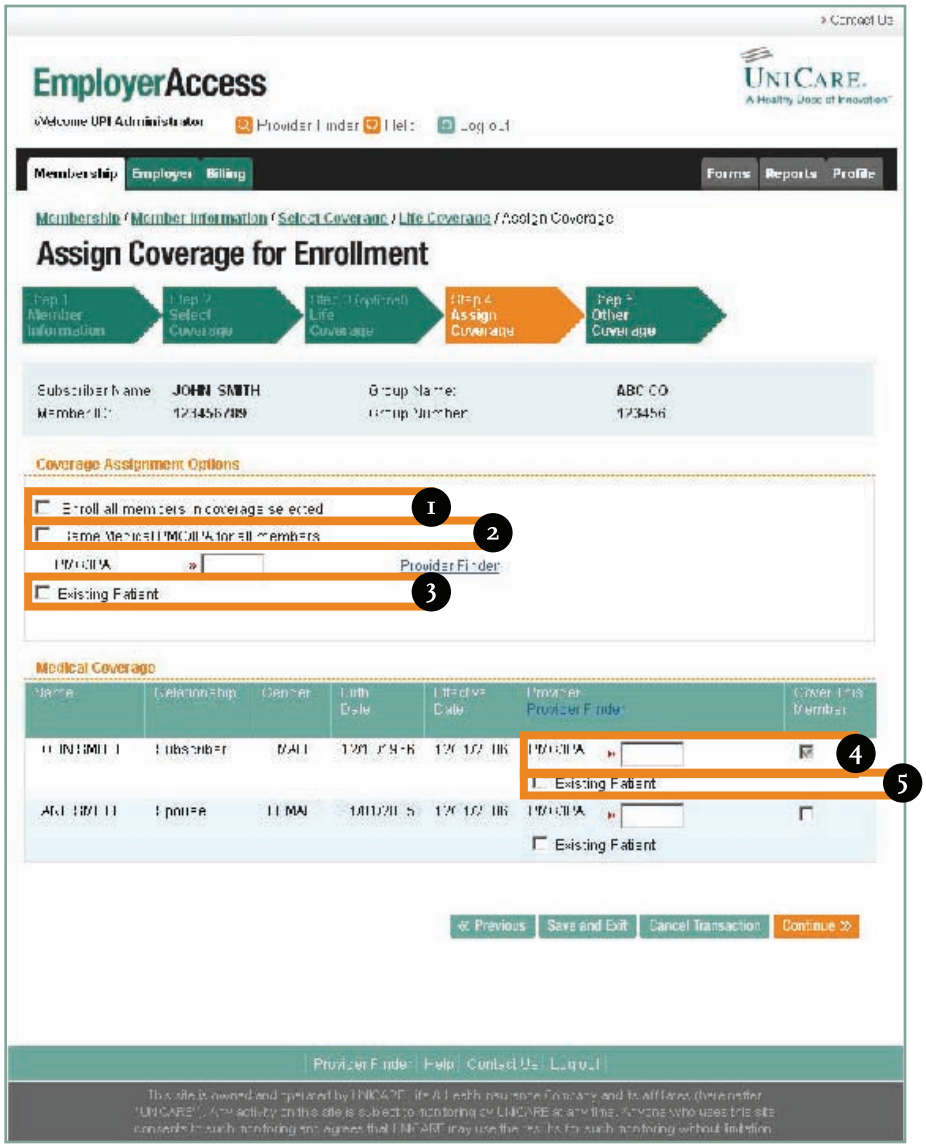
1. Check the box to enroll subscriber and all dependents in selected coverage.

2. Check the box to enroll subscriber and all dependents with the same medical Primary Care Physician.

3. Indicates that all members are existing patients of the medical Primary Care Physician.

4. Check the box to enroll individual dependents in each coverage type. You will need to enter a provider number in the PMG/IPA box provided.

5. If the individual is an existing patient of the provider, check the Existing Patient box.



Step 4. Assign Coverage (cont.)
This screen appears if you are enrolling in an HMO plan.

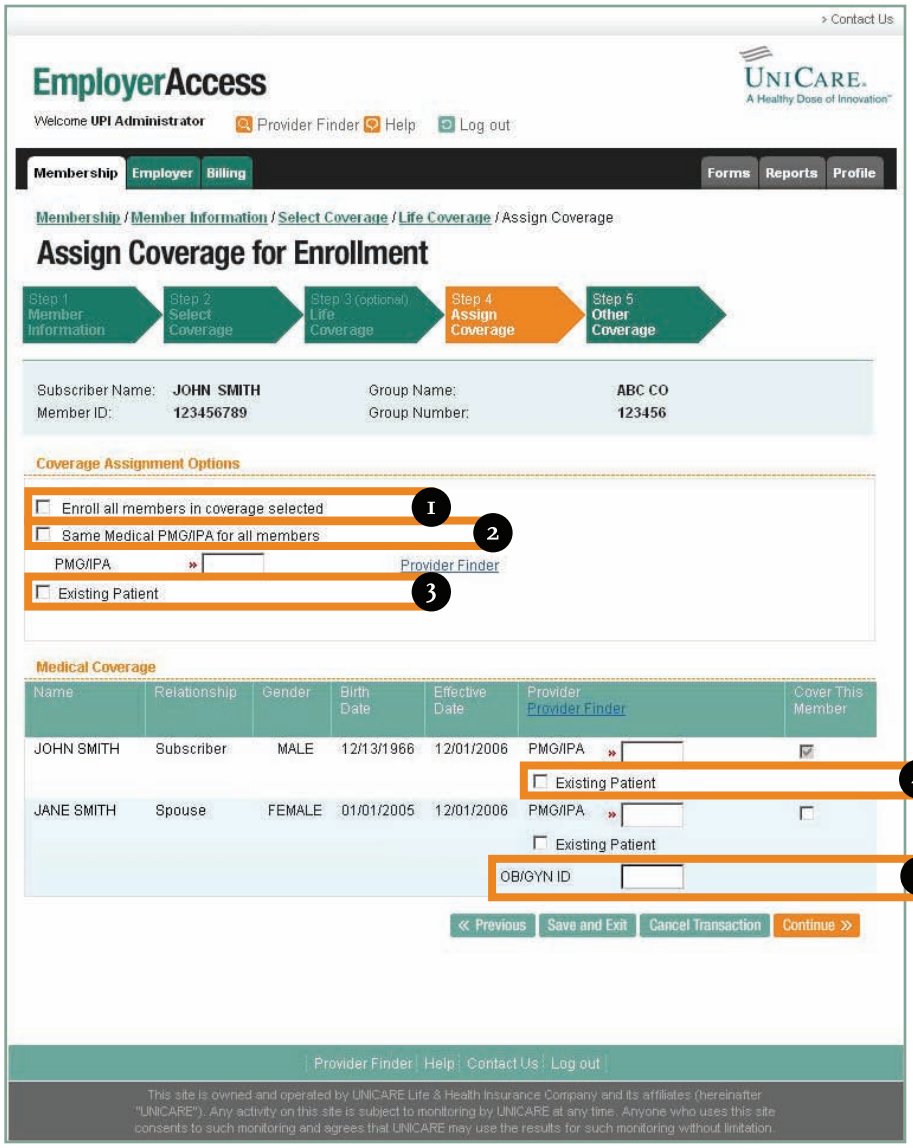
1. Check this box to enroll subscriber and all dependents in selected coverage.

2. Check this box to enroll subscriber and all dependents with the same medical Primary Care Physician.

3. Check this box to indicate that all members are existing patients of the medical Primary Care Physician.

4. Check this box to indicate that the individual family member is an existing patient of the selected Primary Care Physician.

5. If your plan allows, enter your Women's Principal Health Care Provider in this field.



Step 5. Other Coverage
This is the final screen in the new enrollment process.

1. Indicate "Yes" or "No" by clicking the corresponding circle.

   Clicking "No" to these questions will automatically activate "No" in the corresponding check boxes below.

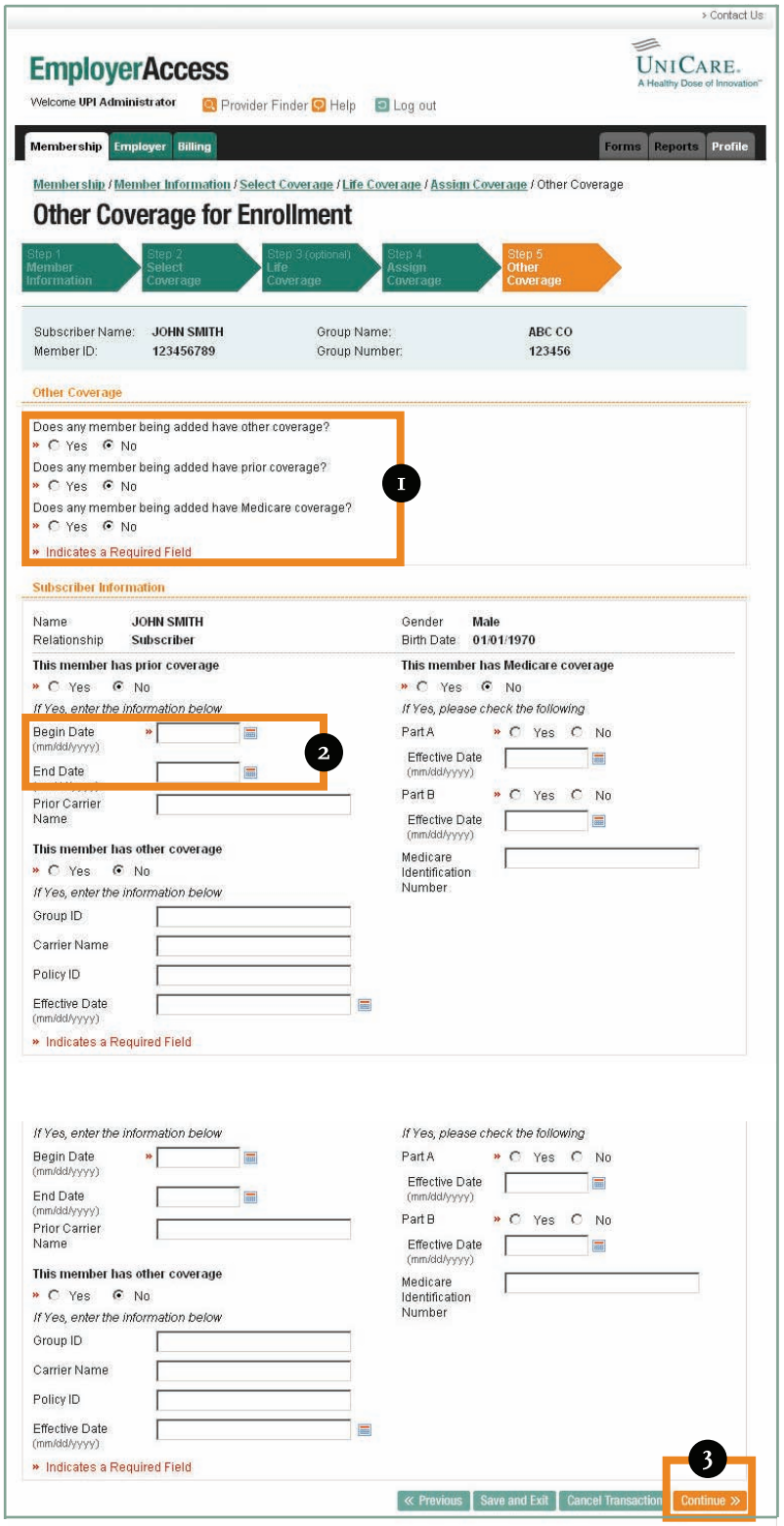
   Clicking "Yes" to these questions prompts you to complete the necessary information below.

2. If you clicked "Yes" above, enter the appropriate begin and end date for each member who had prior coverage. If no prior coverage information is provided, enter the hire date as the prior coverage begin date and leave the end date blank.

Note: Pre-existing data cannot be changed in EmployerAccess after a member has been added. Please submit pre-existing data verification, such as a certificate of creditable coverage, to UniCare Small Group for processing.

Step 6. Submit Changes

3. This is the last step in the enrollment process. Click "Continue" to see the verification screen.



How to Correct an Incorrect Member ID (Social Security) Number
If you notice an error in the Member ID (Social Security) number while you are in the Member Information screen, you can:

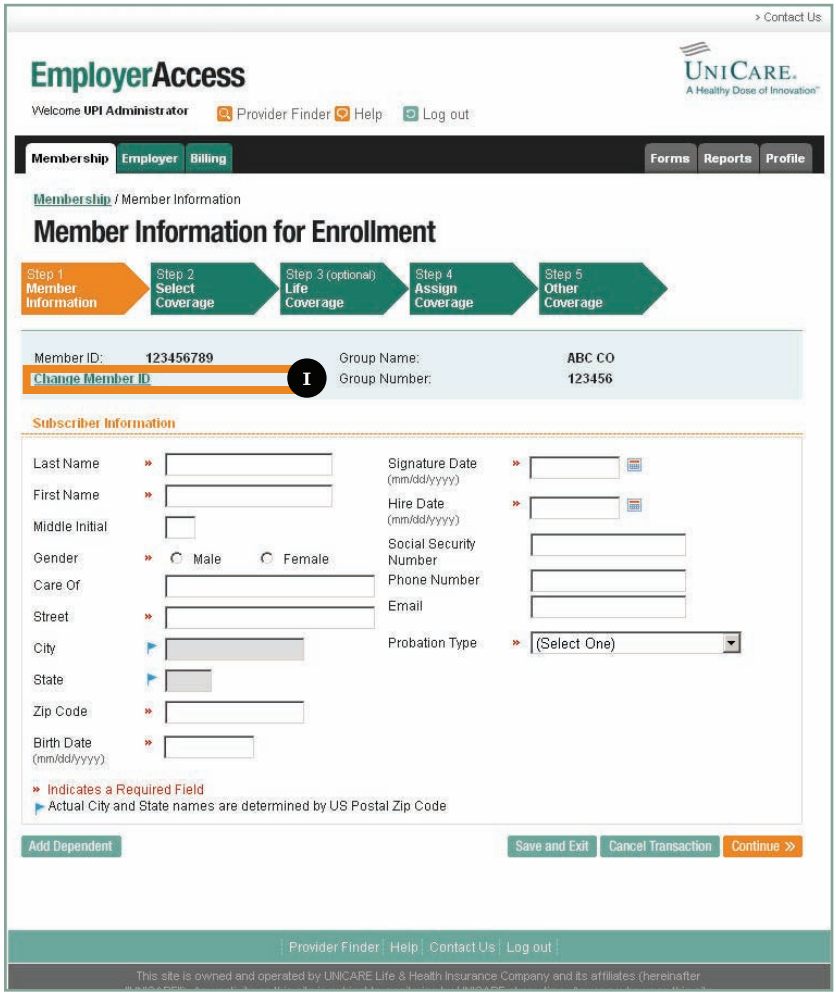
I Click on the "Change Member ID" link on the Member Information page.

Enter the correct Member ID number in the blank field on the Change ID page (not shown) and click the "Submit" button.

You will return to the Member Information screen to continue working.

You can access the "Change Member ID" hyperlink only through this screen.

Note: You can only change member information during the enrollment process. If an employee is enrolled with an incorrect Member ID number, you will need to cancel that coverage and re-add the employee. You cannot change member information once the new enrollment has been confirmed on the verification screen and submitted.

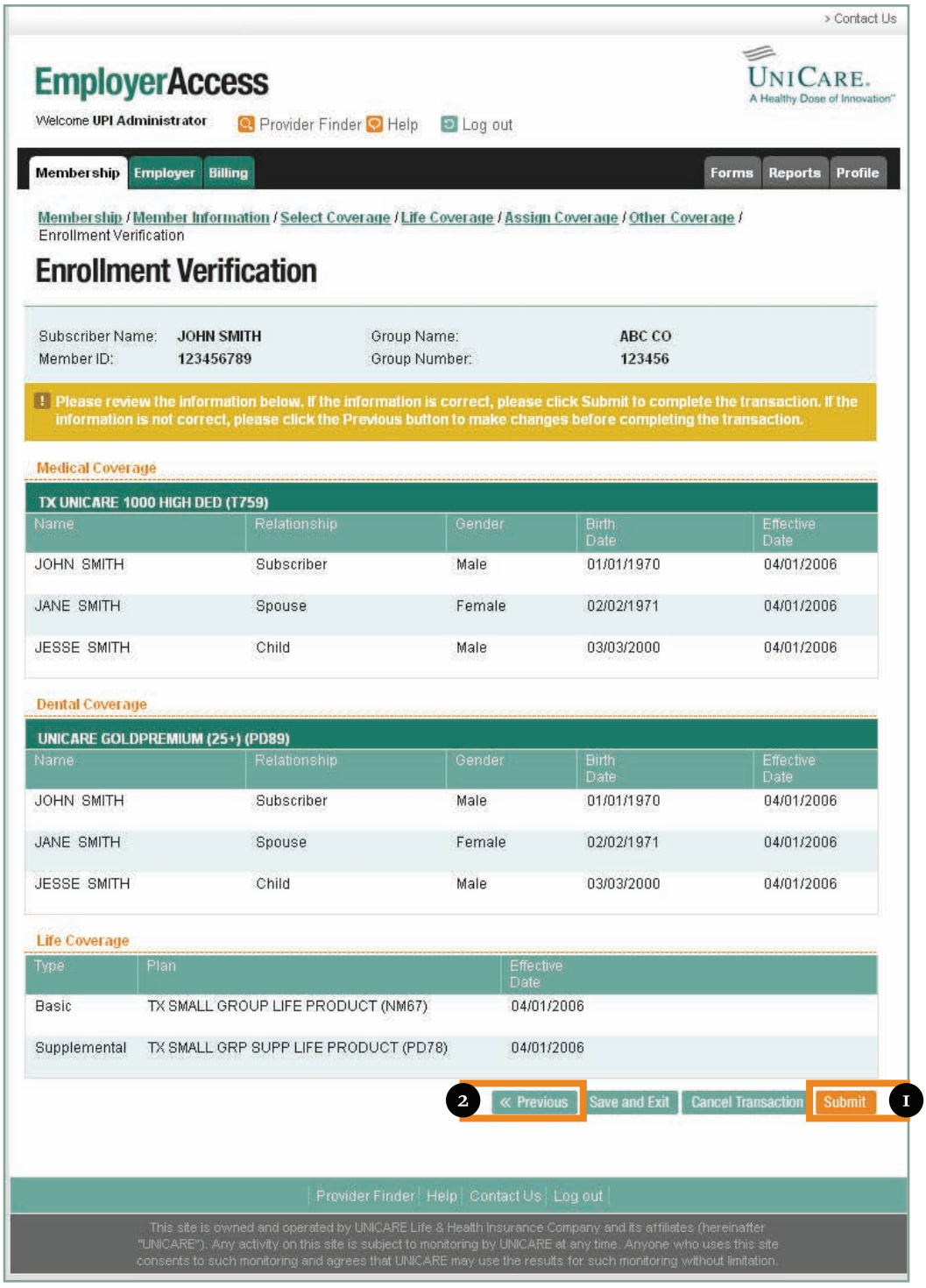


After you click "Continue," the Verification page appears and asks you to check the information you entered for accuracy.

1. If correct, click "Submit."
2. If not, click "Previous" and make changes.

Once the information is verified and submitted, a feedback page will confirm whether the employee has been successfully enrolled.

If the data was not successfully transmitted to UniCare, you will receive an error message.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Provider Finder
Help
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Membership
Employer
Billing
Forms
Reports
Profile
Membership / Member Information / Select Coverage / Life Coverage / Assign Coverage / Other Coverage / Enrollment Verification
Enrollment Verification
Subscriber Name: JOHN SMITH
Member ID: 123456789
Group Name: ABC CO
Group Number: 123456
Please review the information below. If the information is correct, please click Submit to complete the transaction. If the information is not correct, please click the Previous button to make changes before completing the transaction.
Medical Coverage
TX UNICARE 1000 HIGH DED (T759)
Name | Relationship | Gender | Birth Date | Effective Date
JOHN SMITH | Subscriber | Male | 01/01/1970 | 04/01/2006
JANE SMITH | Spouse | Female | 02/02/1971 | 04/01/2006
JESSE SMITH | Child | Male | 03/03/2000 | 04/01/2006
Dental Coverage
UNICARE GOLDPREMIUM (25+) (PD89)
Name | Relationship | Gender | Birth Date | Effective Date
JOHN SMITH | Subscriber | Male | 01/01/1970 | 04/01/2006
JANE SMITH | Spouse | Female | 02/02/1971 | 04/01/2006
JESSE SMITH | Child | Male | 03/03/2000 | 04/01/2006
Life Coverage
Type | Plan | Effective Date
Basic | TX SMALL GROUP LIFE PRODUCT (NM67) | 04/01/2006
Supplemental | TX SMALL GRP SUPP LIFE PRODUCT (PD78) | 04/01/2006
2
« Previous
Save and Exit
Cancel Transaction
Submit
1
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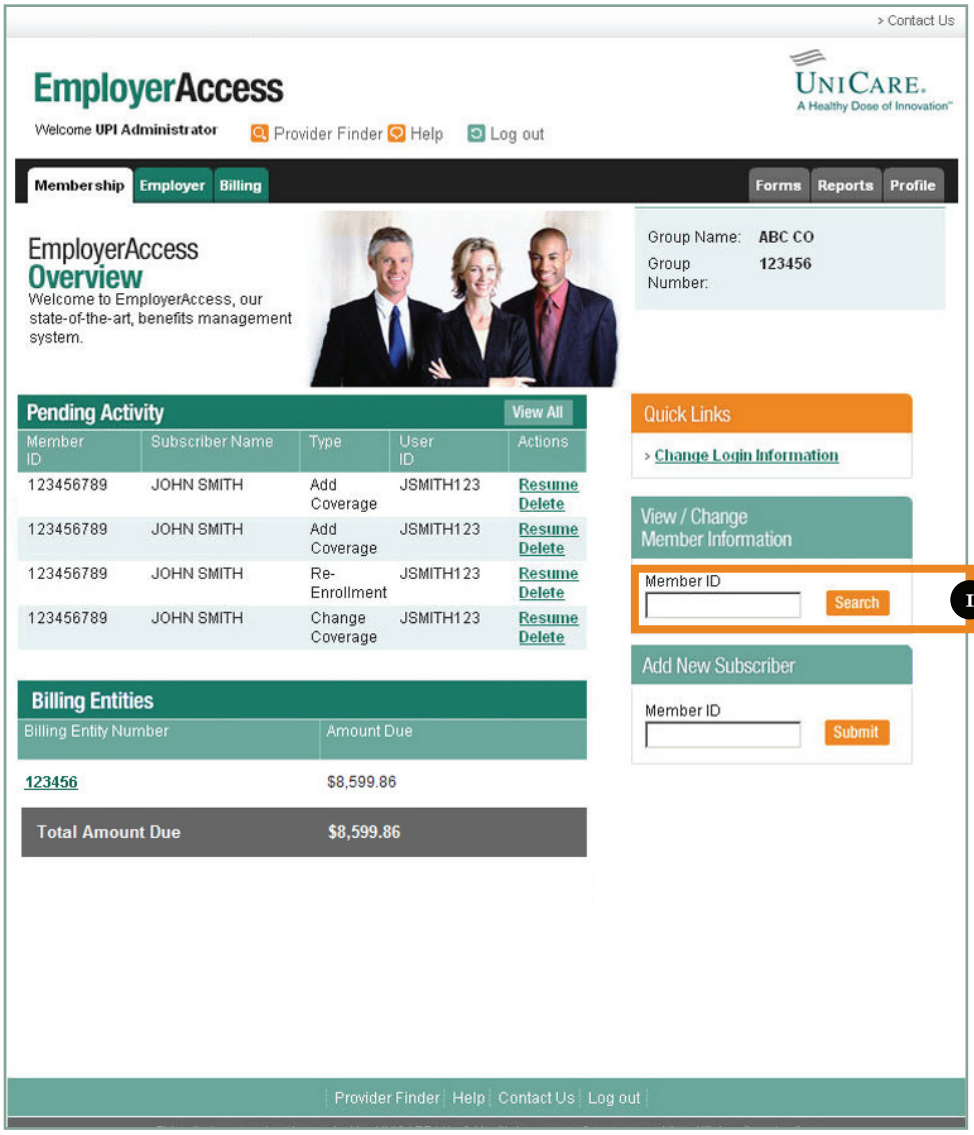
Member Maintenance

Access Member Information and Open Enrollment Options

To perform maintenance on a specific employee and/or dependent, first search for the employee in EmployerAccess.

I Enter the employee's Member ID number (Social Security Number). Click "Search."

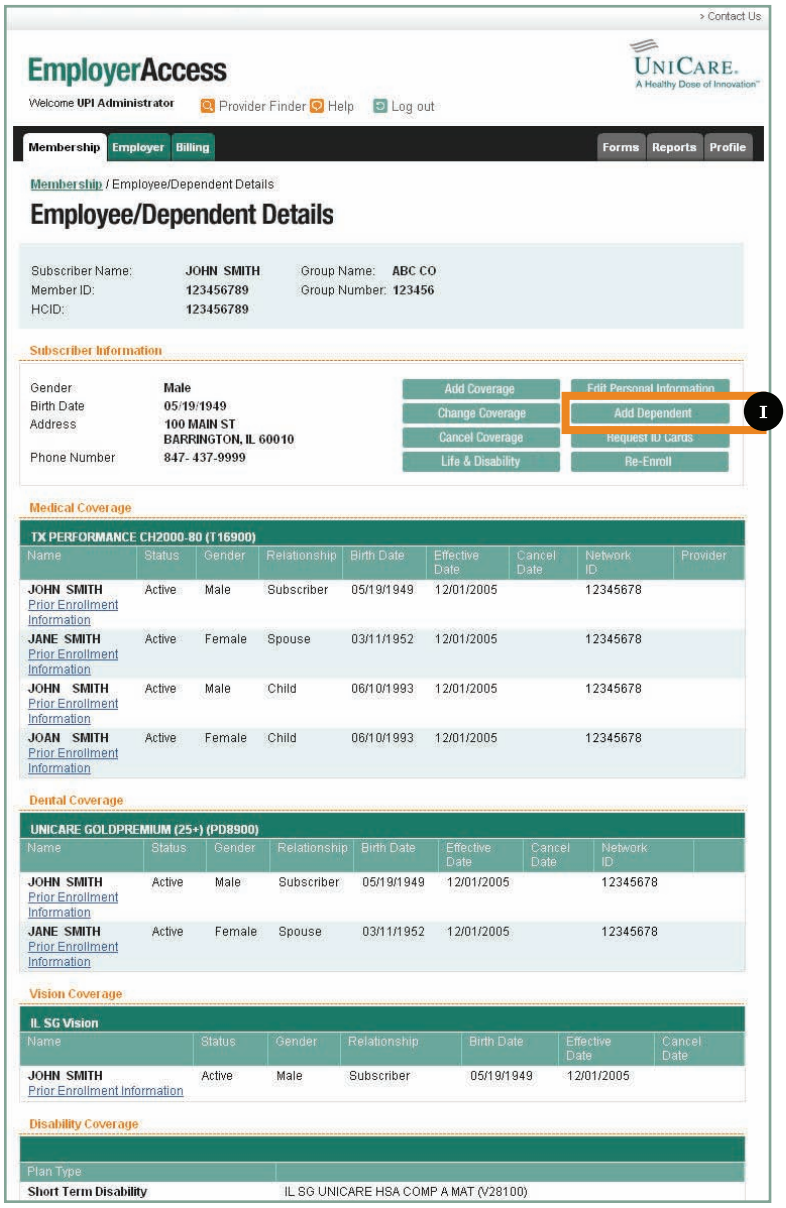


Your search will bring up an Employee/Dependent Details page from which you can view specific information about an employee, and easily access different benefit options by using the buttons displayed.

Add Dependent(s)

1. Simply click the "Add Dependent" button to add or re-enroll dependents to an enrolled employee's (subscriber's) coverage. Newborns and new spouses are eligible for coverage on the event date (i.e., birth date or date of marriage).

New spouses or newborn dependents may be added through EmployerAccess within 31 days of marriage or birth. A dependent spouse and/or child(ren) may only be added during the group's open/special enrollment period. Loss of dependent's coverage cannot be completed online. For more information on the addition of dependents, please consult your UniCare group administrator manual or call UniCare customer service at the number listed on your UniCare premium invoice.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Employee/Dependent Details
Subscriber Name: JOHN SMITH
Member ID: 123456789
HCID: 123456789
Group Name: ABC CO
Group Number: 123456
Subscriber Information
Gender Male
Birth Date 05/19/1949
Address 100 MAIN ST BARRINGTON, IL 60010
Phone Number 847- 437-9999
Add Coverage
Edit Personal Information
Change Coverage
Add Dependent
Cancel Coverage
Request ID Cards
Life & Disability
Re-Enroll
1
Medical Coverage
TX PERFORMANCE CH2000-80 (T16900)
Name Status Gender Relationship Birth Date Effective Date Cancel Date Network ID Provider
JOHN SMITH Prior Enrollment Information Active Male Subscriber 05/19/1949 12/01/2005 12345678
JANE SMITH Prior Enrollment Information Active Female Spouse 03/11/1952 12/01/2005 12345678
JOHN SMITH Prior Enrollment Information Active Male Child 06/10/1993 12/01/2005 12345678
JOAN SMITH Prior Enrollment Information Active Female Child 06/10/1993 12/01/2005 12345678
Dental Coverage
UNICARE GOLDPREMIUM (25+) (PD8900)
Name Status Gender Relationship Birth Date Effective Date Cancel Date Network ID
JOHN SMITH Prior Enrollment Information Active Male Subscriber 05/19/1949 12/01/2005 12345678
JANE SMITH Prior Enrollment Information Active Female Spouse 03/11/1952 12/01/2005 12345678
Vision Coverage
IL SG Vision
Name Status Gender Relationship Birth Date Effective Date Cancel Date
JOHN SMITH Prior Enrollment Information Active Male Subscriber 05/19/1949 12/01/2005
Disability Coverage
Plan Type
Short Term Disability IL SG UNICARE HSA COMP A MAT (V28100)

Add Dependent(s) (cont.)

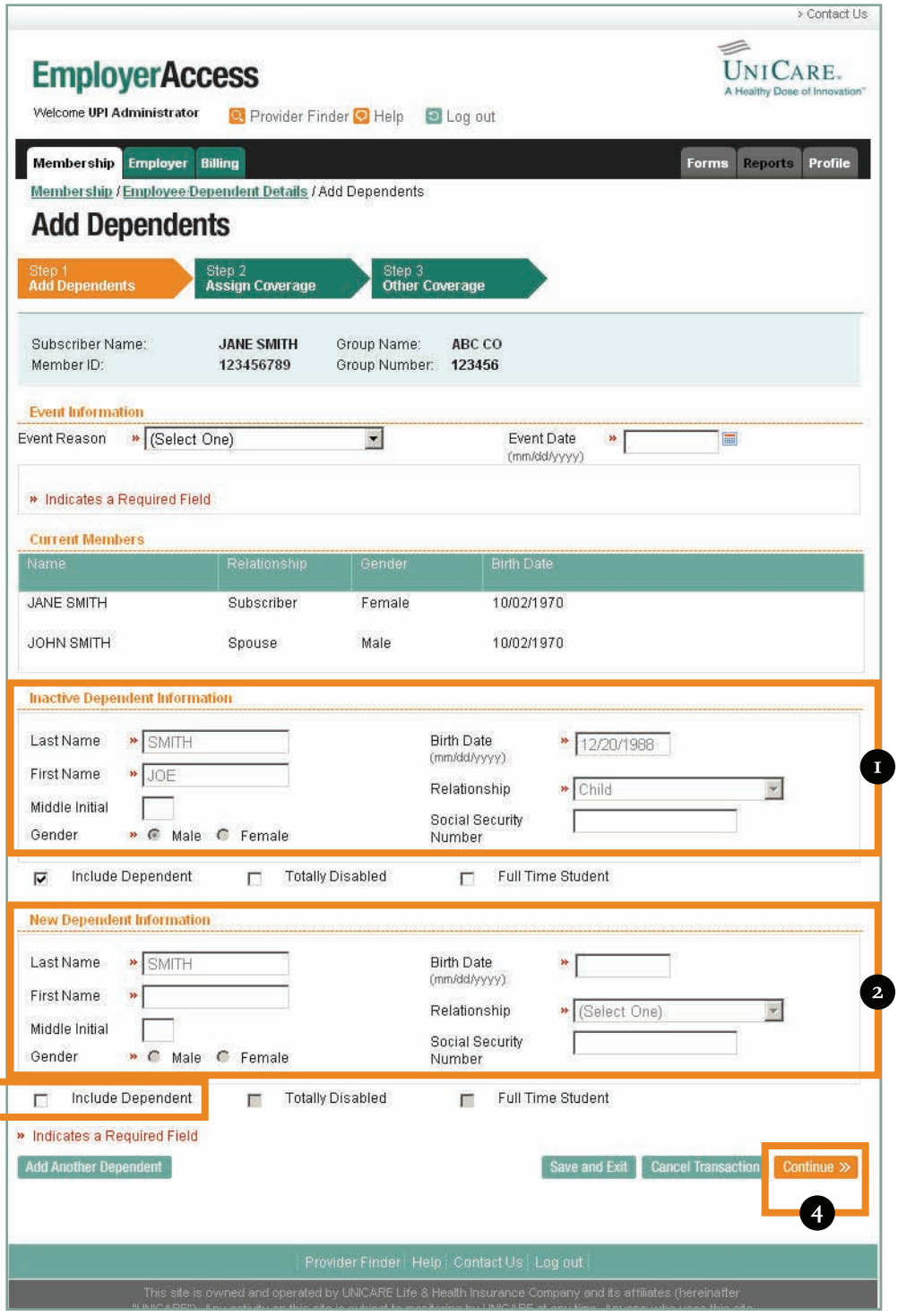
1. Here you can re-enroll a dependent who has previously been cancelled and has no active coverage. The required fields will be pre-populated.

2. Here you can add a new dependent.

3. Click the check box next to "Include Dependent." (Uncheck "Include Dependent" box(es) on any blank dependent information.)

4. Click the "Continue" button.

Note: This option is only available during open enrollment.

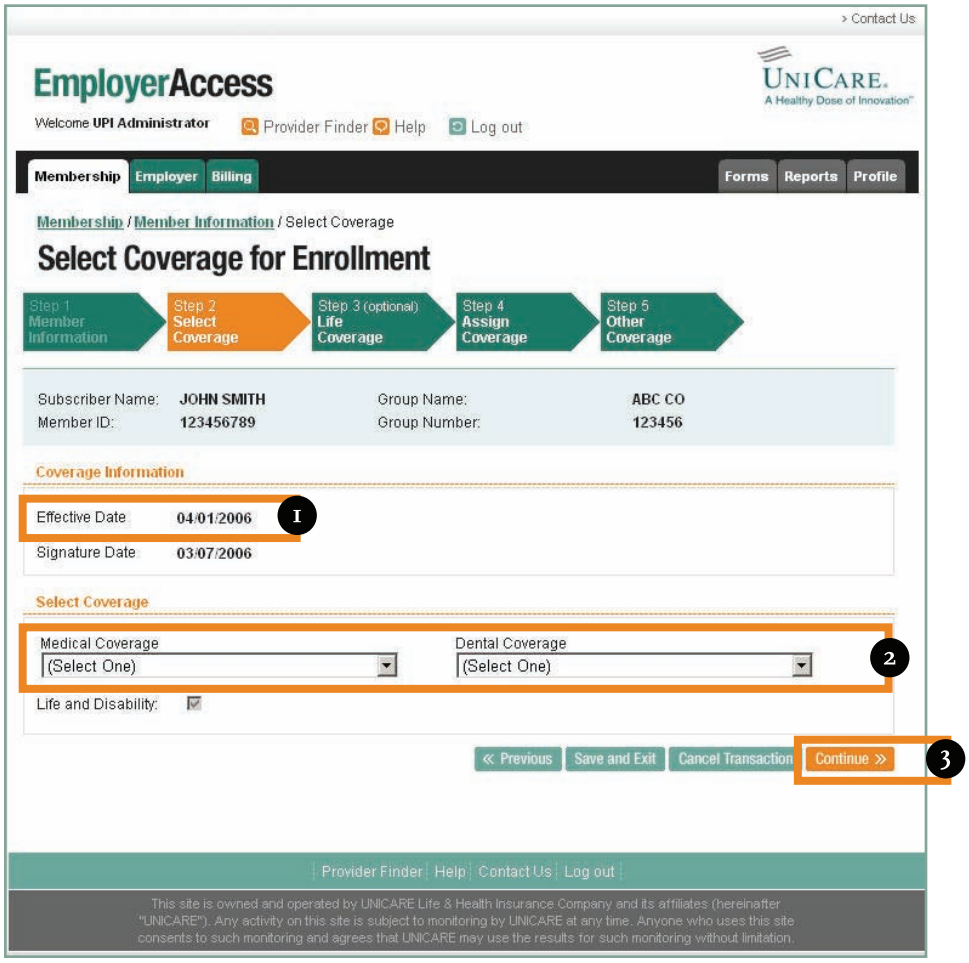


Add Coverage

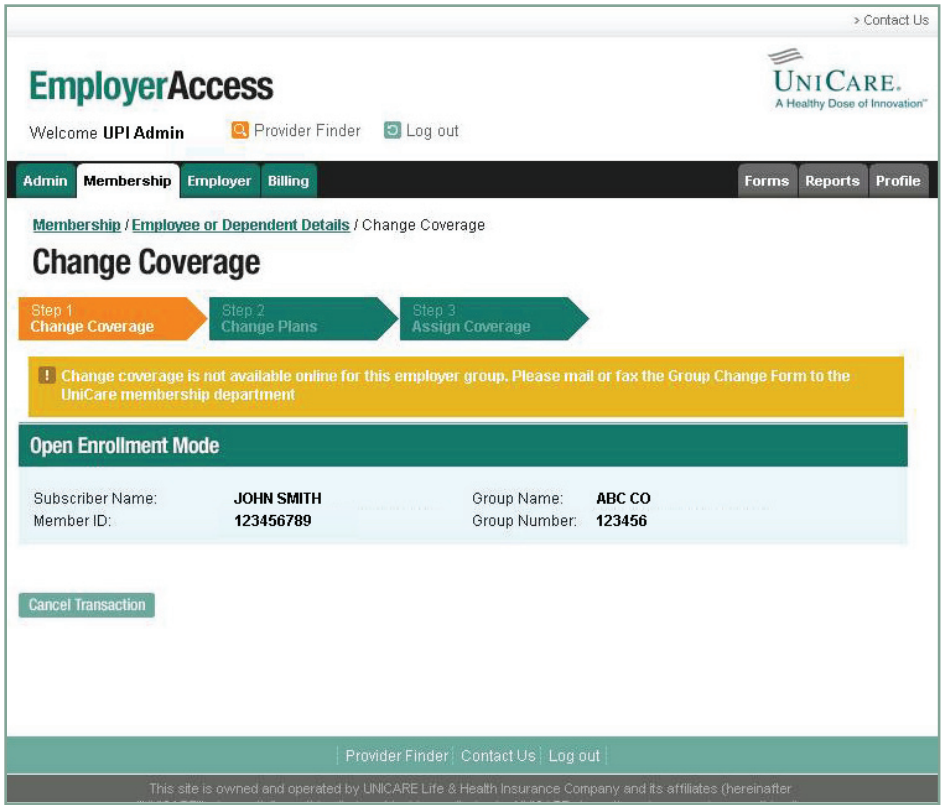
Simply click the "Add Dependent" button on the Employee/Dependent Details page to add or re-enroll dependents to an enrolled employee's (subscriber's) coverage. Newborns and new spouses are eligible for coverage on the event date (i.e., birth date or date of marriage).

To add coverage:

1. Confirm the effective date.
2. Select the new coverage from the drop-down menu.
3. Click "Continue."



"Change Coverage" is not available online for UniCare Small Group. Please mail or fax the Group Change Form to the UniCare membership department.



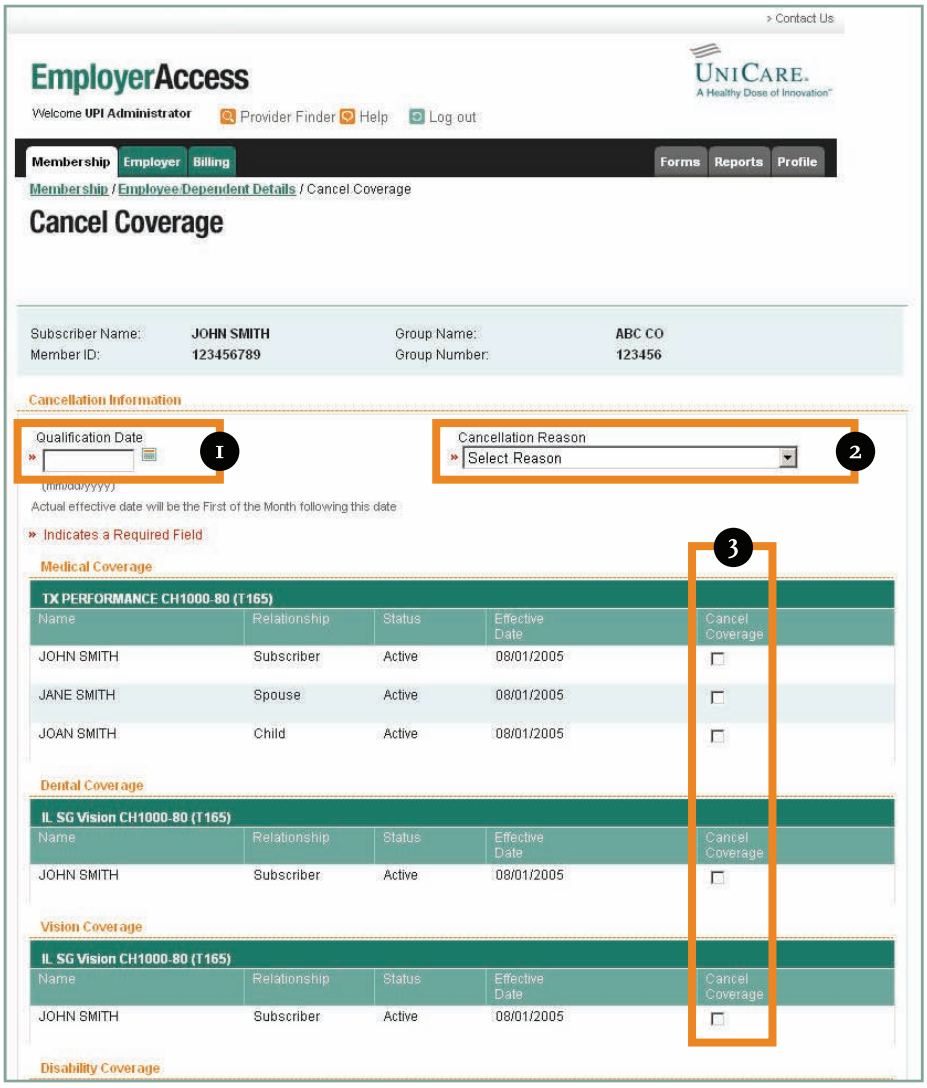
Cancel Coverage

On the Employee/Dependent Details page, find the "Cancel Coverage" button and click it. The Cancel Coverage page appears.

1. Key in the cancellation effective date here.

2. Click the drop-down menu under "Cancellation Reason" and choose a reason.

3. Be sure to click the box next to the affected employee and/or dependent benefits.



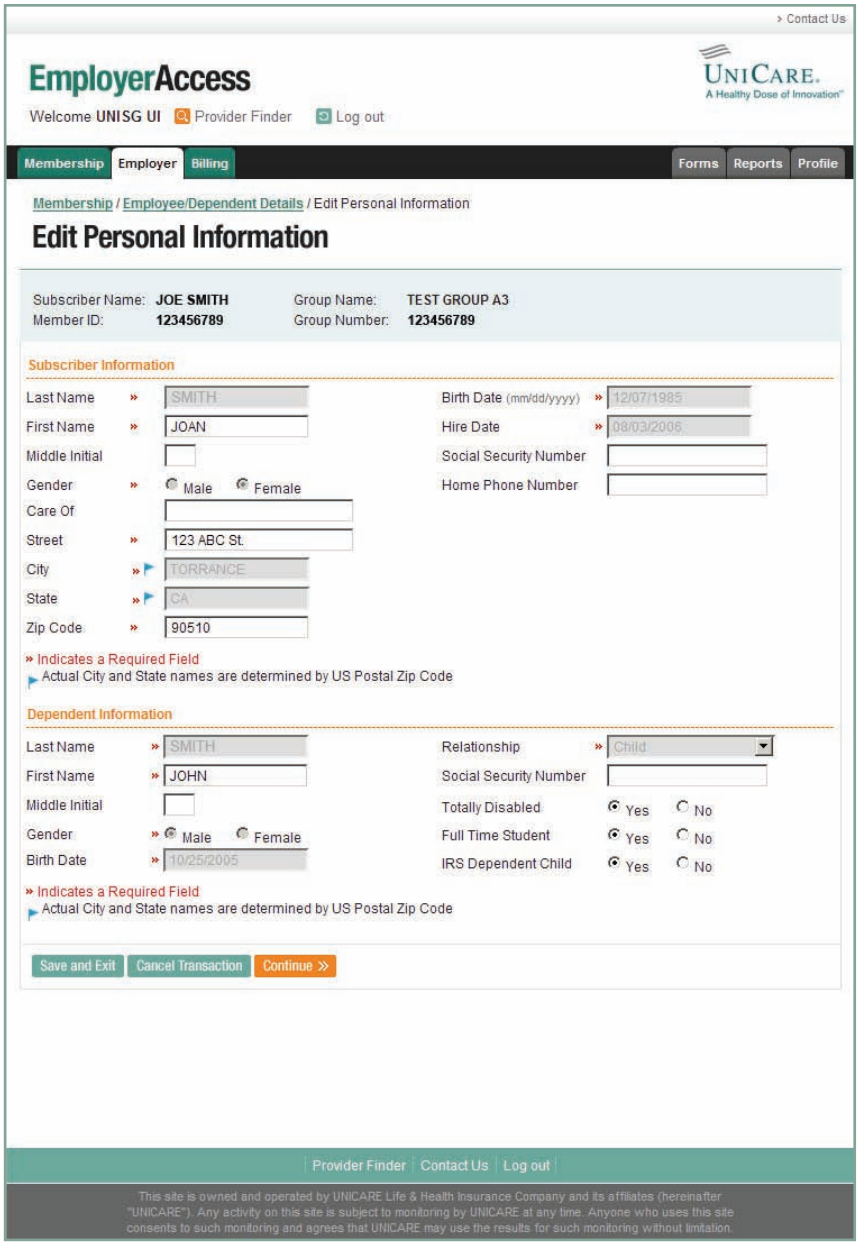
Re-enroll
From the Employee/Dependent Details page you can also re-enroll an employee. To re-enroll a member whose coverage has cancelled, enter the signature date, the hire date and confirm the employee's group number. Be sure to click the "Include Dependent" check box for each member to be re-enrolled. When you are finished, click "Continue." Select the coverage from the drop-down menu and click "Continue." Complete the Assign Coverage and Other Coverage screens and click "Submit." Please refer to the Enrollment Section for details.

Note: The signature date is the date that the employee signed the application. It cannot not be over 120 days from the date of hire or re-hire date.

Edit Personal Information

1. Simply click the button on the Employee/Dependent Details page to access the option to change employee (subscriber) and dependent personal information, such as address, phone number, etc.

Note: Be sure to verify your changes before submitting the new information.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Billing
Forms
Reports
Profile
Membership / Employee/Dependent Details / Edit Personal Information
Edit Personal Information
Subscriber Name: JOE SMITH
Member ID: 123456789
Group Name: TEST GROUP A3
Group Number: 123456789
Subscriber Information
Last Name » SMITH
First Name » JOAN
Middle Initial
Gender » Male Female
Care Of
Street » 123 ABC St.
City » TORRANCE
State » CA
Zip Code » 90510
Birth Date (mm/dd/yyyy) » 12/07/1985
Hire Date » 08/03/2006
Social Security Number
Home Phone Number
» Indicates a Required Field
Actual City and State names are determined by US Postal Zip Code
Dependent Information
Last Name » SMITH
First Name » JOHN
Middle Initial
Gender » Male Female
Birth Date » 10/25/2005
Relationship » Child
Social Security Number
Totally Disabled Yes No
Full Time Student Yes No
IRS Dependent Child Yes No
» Indicates a Required Field
Actual City and State names are determined by US Postal Zip Code
Save and Exit
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Continue »
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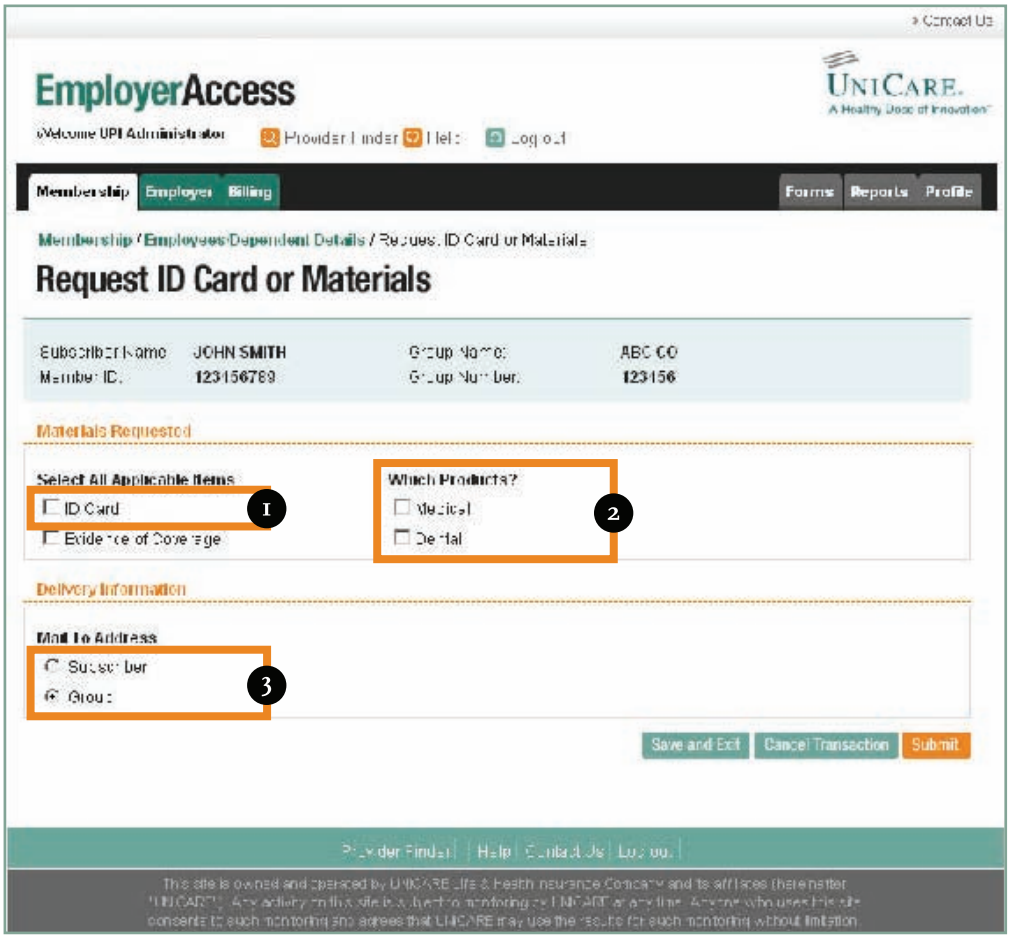
Request ID Card
Simply click the "Request ID Cards" button on the Employee/Dependent Details page to access this screen and order ID cards for a member.

1. Check the ID Card box.

2. Indicate for which products an ID Card is needed.

3. Choose the address to which you would like the ID Card mailed.



Tip:

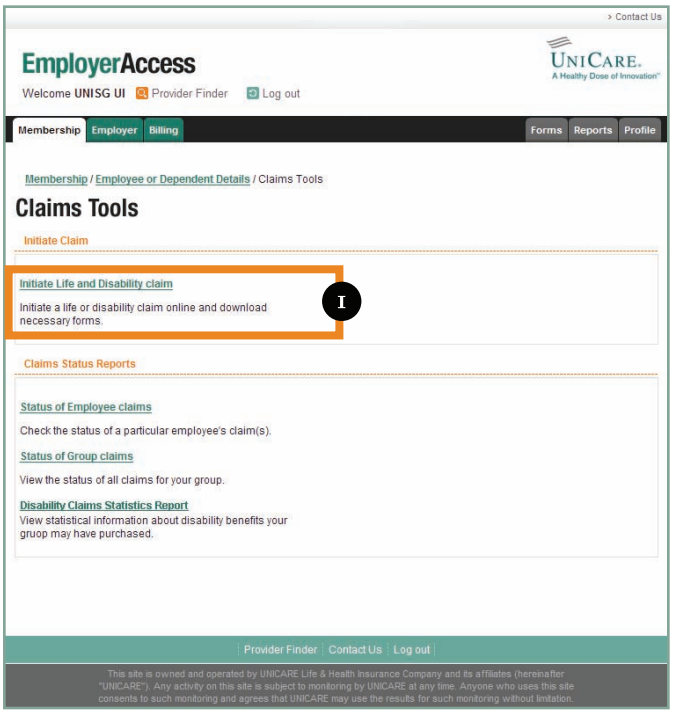
For all claims other than Short Term Disability, once you have completed your online entries, you will be able to print the claims form for signature and completion.

Life and Disability
To initiate a claim or to view a claim's status, click the "Life and Disability" button on the Employee/Dependent Details page.

Initiate a Claim

I Click the "Initiate Life & Disability Claim" link on the Claims Tools page.

Listed on the next page are several different kinds of claims you can initiate.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Claims Tools
Initiate Claim
Initiate Life and Disability claim
Initiate a life or disability claim online and download necessary forms.
I
Claims Status Reports
Status of Employee claims
Check the status of a particular employee's claim(s).
Status of Group claims
View the status of all claims for your group.
Disability Claims Statistics Report
View statistical information about disability benefits your gruop may have purchased.
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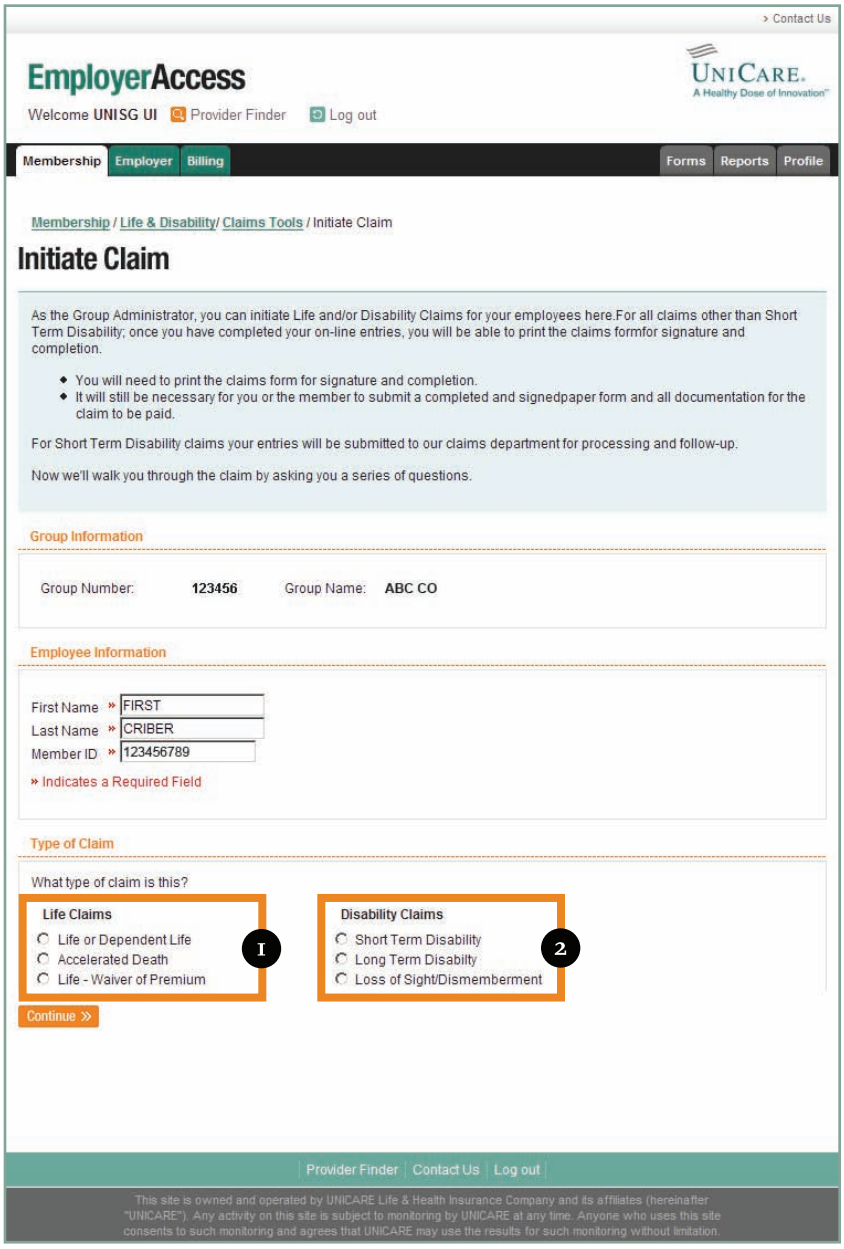
Initiate Claim
You can initiate a life and/or disability claim for your employees here. Fill in the required information and select a claim at the bottom.

1 Life Claims
- Life or Dependent Life
- Accelerated Death/Accidental Death
- Life – Waiver of Premium

2 Disability Claims
- Short Term Disability
- Long Term Disability
- Loss of Sight/Dismemberment

Once you have completed your online entries, you will be able to print the claims form for signature and completion.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Membership / Life & Disability/ Claims Tools / Initiate Claim
Initiate Claim
As the Group Administrator, you can initiate Life and/or Disability Claims for your employees here.For all claims other than Short Term Disability; once you have completed your on-line entries, you will be able to print the claims formfor signature and completion.
You will need to print the claims form for signature and completion.
It will still be necessary for you or the member to submit a completed and signedpaper form and all documentation for the claim to be paid.
For Short Term Disability claims your entries will be submitted to our claims department for processing and follow-up.
Now we'll walk you through the claim by asking you a series of questions.
Group Information
Group Number: 123456
Group Name: ABC CO
Employee Information
First Name » FIRST
Last Name » CRIBER
Member ID » 123456789
» Indicates a Required Field
Type of Claim
What type of claim is this?
Life Claims
Life or Dependent Life
Accelerated Death
Life - Waiver of Premium
1
Disability Claims
Short Term Disability
Long Term Disabilty
Loss of Sight/Dismemberment
2
Continue »
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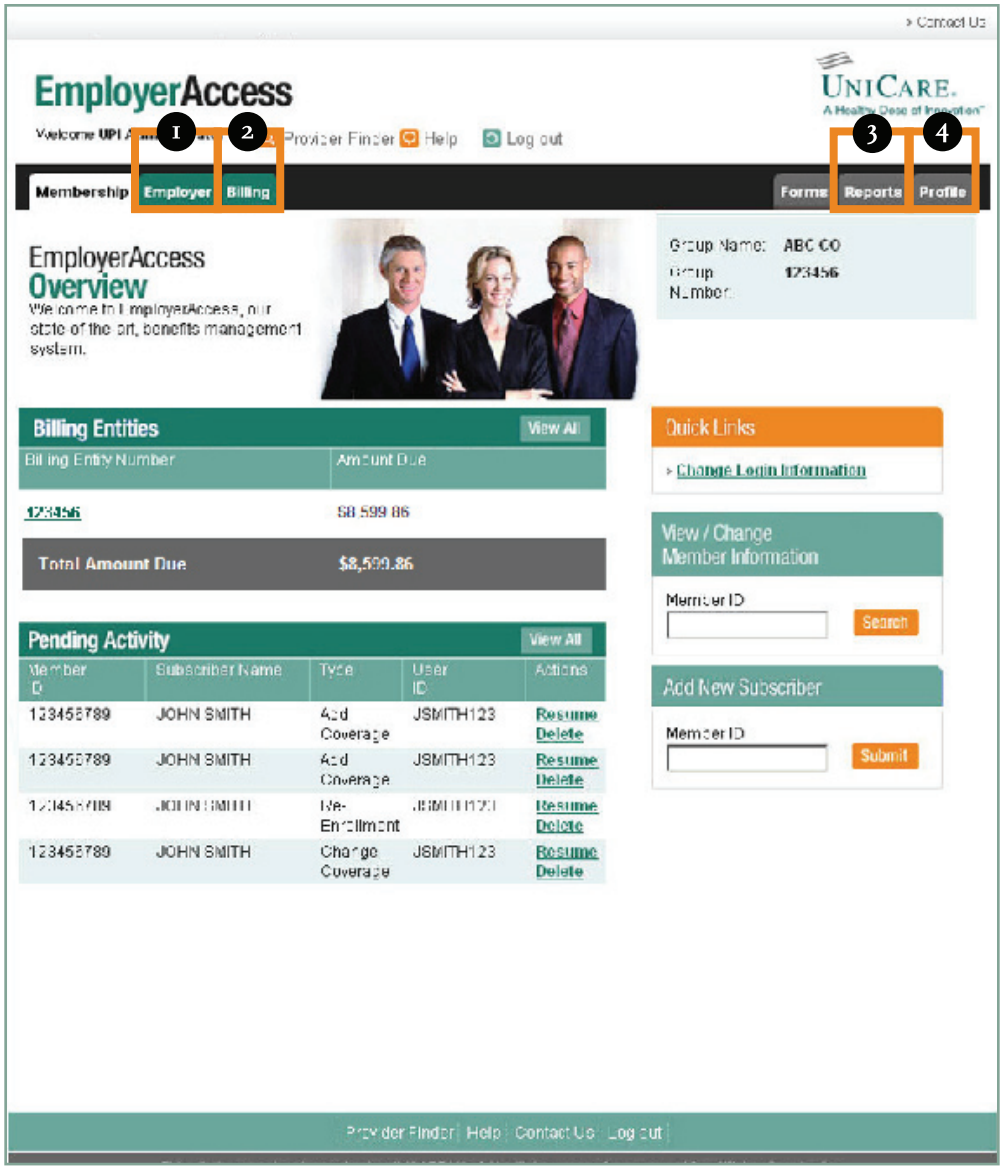
Group Function

1 Employer Details
Review preferences and general group information here.

2 Billing
This tab allows you to view summary information for all open invoices. In addition, this functionality provides details on monthly activity, invoice number and total amount due.

3 Reports
You can use this tab to view Employee Rosters, generate Activity Reports, and help employees find physicians using our online Provider Directory.

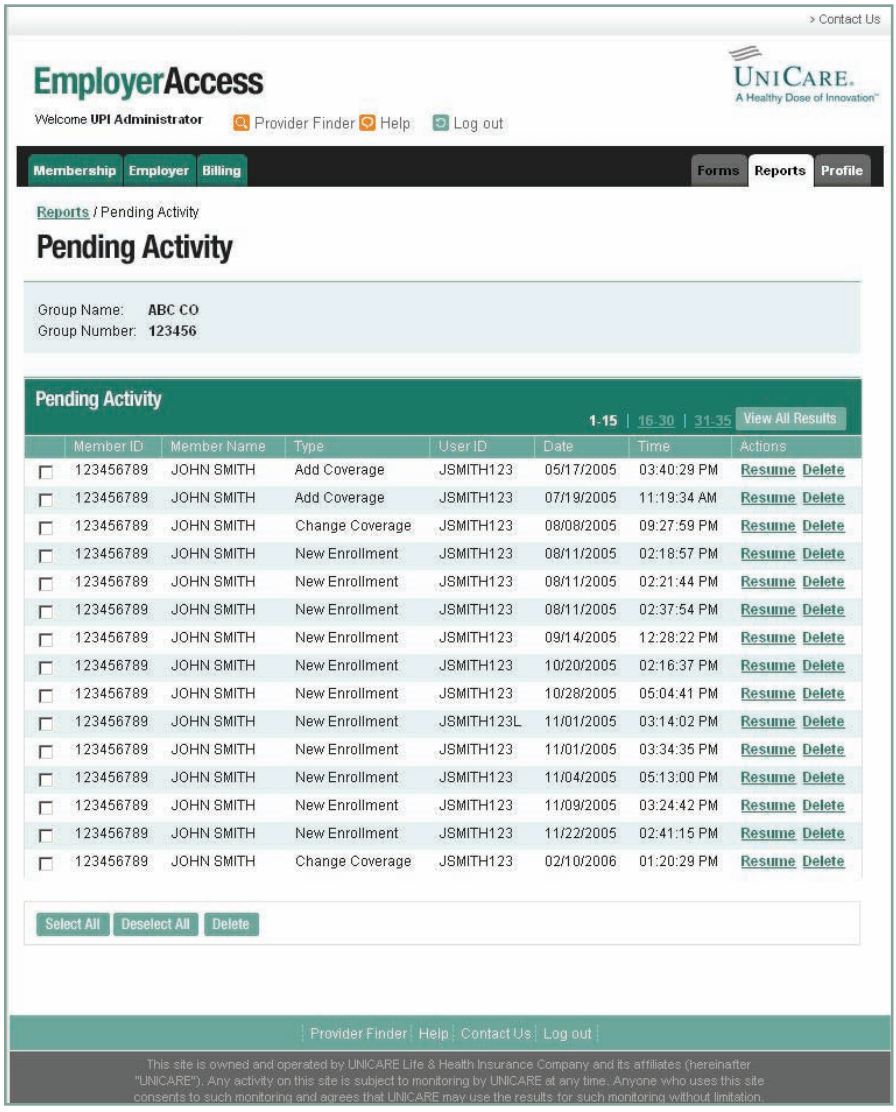
4 Profile
Use this tab to change your e-mail address, password, and/or your secret question.



Pending Activity
This example shows how your pending activity folder might look.

Clicking "Delete" on this screen only removes the action from Pending Activity; it does not cancel the subscriber's coverage. Cancel Coverage can be accessed from the Employee/Dependent Details page.

Note: Subscriber info cannot be accessed if that subscriber has work pending in Pending Activity. To ensure full access to all subscriber info, please keep pending activity up to date and to a minimum.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Welcome UPI Administrator
Provider Finder
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Employer
Billing
Forms
Reports
Profile
Reports / Pending Activity
Pending Activity
Group Name: ABC CO
Group Number: 123456
Pending Activity
1-15 | 16-30 | 31-35 View All Results
Member ID | Member Name | Type | User ID | Date | Time | Actions
123456789 JOHN SMITH Add Coverage JSMITH123 05/17/2005 03:40:29 PM Resume Delete
123456789 JOHN SMITH Add Coverage JSMITH123 07/19/2005 11:19:34 AM Resume Delete
123456789 JOHN SMITH Change Coverage JSMITH123 08/08/2005 09:27:59 PM Resume Delete
123456789 JOHN SMITH New Enrollment JSMITH123 08/11/2005 02:18:57 PM Resume Delete
123456789 JOHN SMITH New Enrollment JSMITH123 08/11/2005 02:21:44 PM Resume Delete
123456789 JOHN SMITH New Enrollment JSMITH123 08/11/2005 02:37:54 PM Resume Delete
123456789 JOHN SMITH New Enrollment JSMITH123 09/14/2005 12:28:22 PM Resume Delete
123456789 JOHN SMITH New Enrollment JSMITH123 10/20/2005 02:16:37 PM Resume Delete
123456789 JOHN SMITH New Enrollment JSMITH123 10/28/2005 05:04:41 PM Resume Delete
123456789 JOHN SMITH New Enrollment JSMITH123L 11/01/2005 03:14:02 PM Resume Delete
123456789 JOHN SMITH New Enrollment JSMITH123 11/01/2005 03:34:35 PM Resume Delete
123456789 JOHN SMITH New Enrollment JSMITH123 11/04/2005 05:13:00 PM Resume Delete
123456789 JOHN SMITH New Enrollment JSMITH123 11/09/2005 03:24:42 PM Resume Delete
123456789 JOHN SMITH New Enrollment JSMITH123 11/22/2005 02:41:15 PM Resume Delete
123456789 JOHN SMITH Change Coverage JSMITH123 02/10/2006 01:20:29 PM Resume Delete
Select All
Deselect All
Delete
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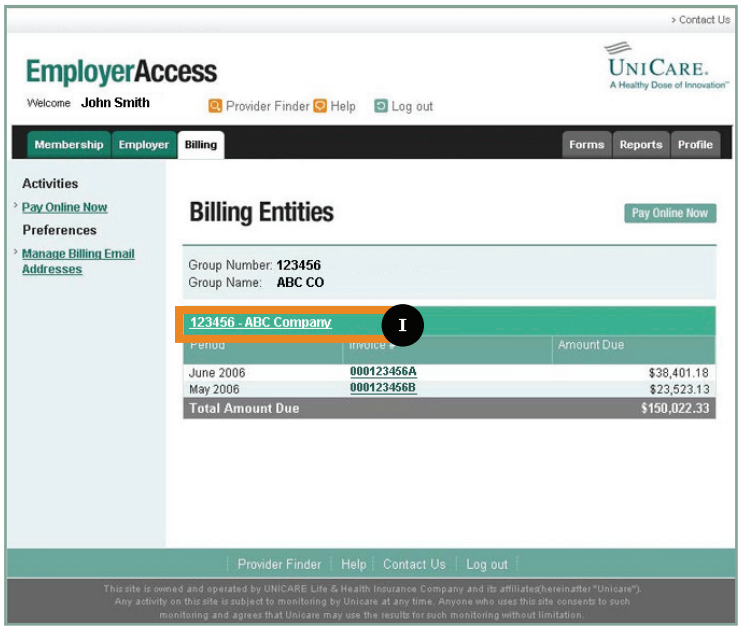
Group Billing

Tip:

Billing Entities also provides access to invoices and their details.

Group Billing Transaction Selection

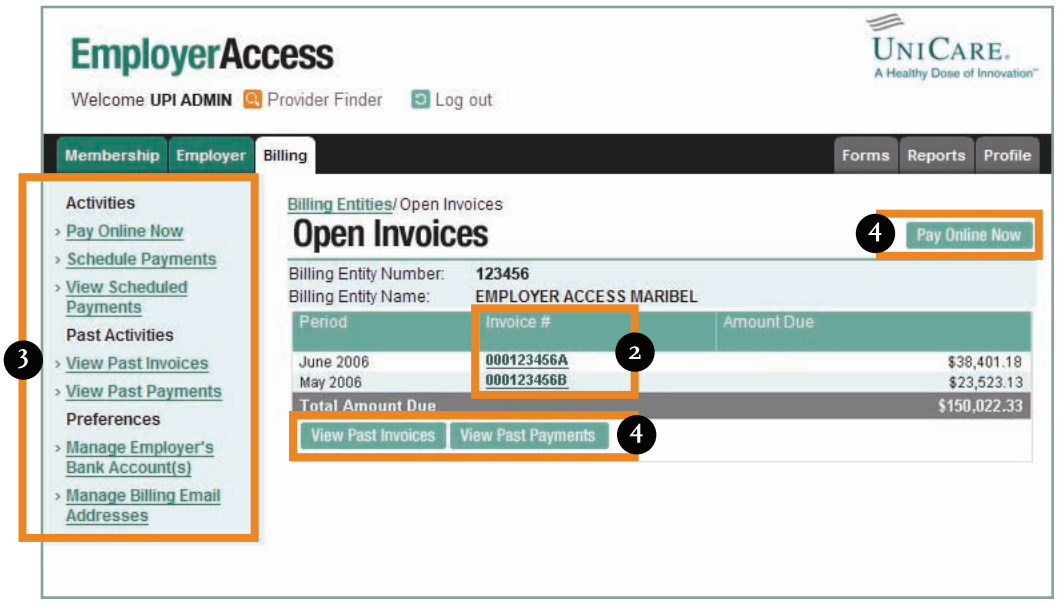


1. Select the group number from the Billing Entities page (Billing home page) to access a number of transactions on the Open Invoices page.

2. **Invoices**
   Click on an invoice number to view details of the invoice.

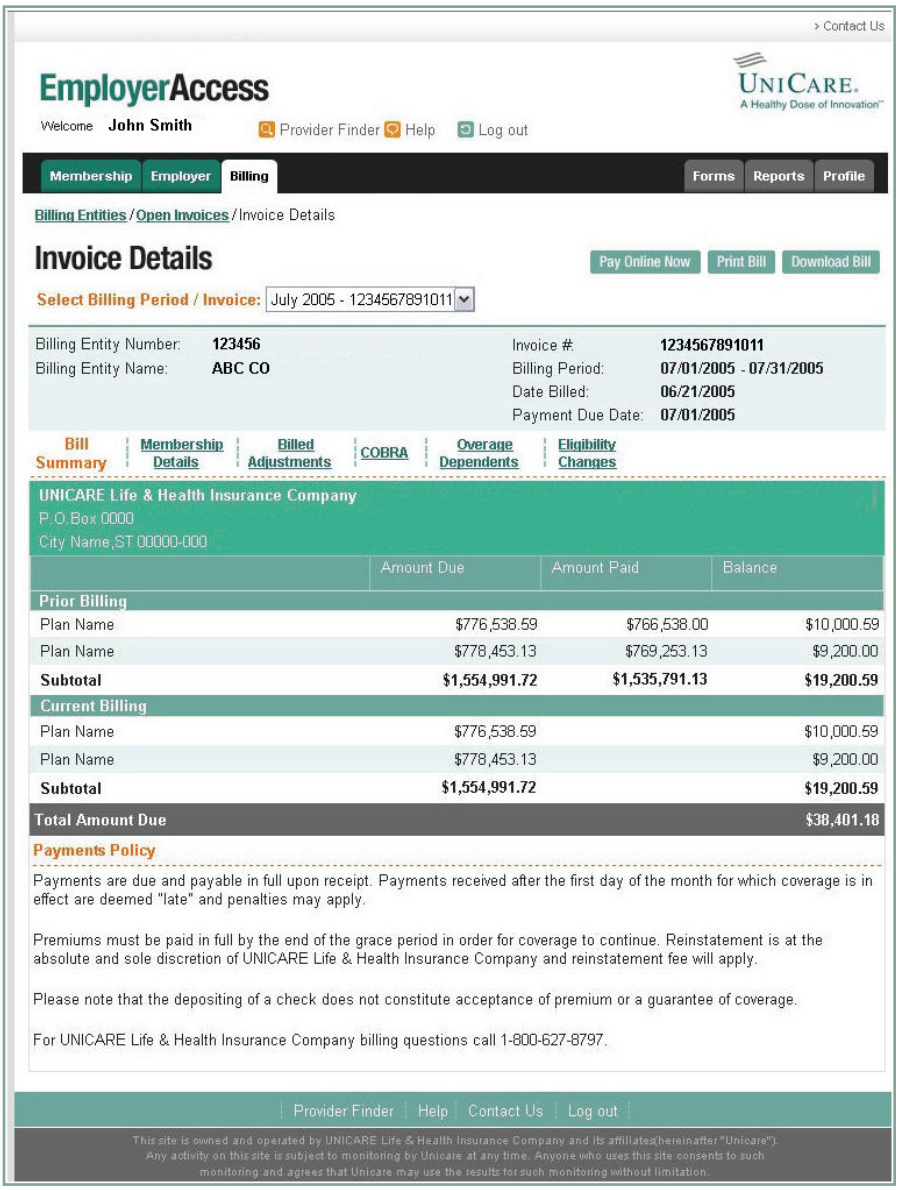
3. Using the links on the left side of the screen, you can pay your bills online, schedule payments, view past invoices and more.

4. You can also access some of the above functions using the buttons on the screen.



Invoice Details

After selecting an invoice number to review, a number of options are available. This screen displays your current invoices and the total amount due. All the information on this page appears on your statement.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Welcome John Smith
Provider Finder Help Log out
Membership Employer Billing Forms Reports Profile
Billing Entities / Open Invoices / Invoice Details
Invoice Details
Pay Online Now Print Bill Download Bill
Select Billing Period / Invoice: July 2005 - 1234567891011
Billing Entity Number: 123456
Billing Entity Name: ABC CO
Invoice #: 1234567891011
Billing Period: 07/01/2005 - 07/31/2005
Date Billed: 06/21/2005
Payment Due Date: 07/01/2005
Bill Summary | Membership Details | Billed Adjustments | COBRA | Overage Dependents | Eligibility Changes
UNICARE Life & Health Insurance Company
P.O.Box 0000
City Name,ST 00000-000
Amount Due | Amount Paid | Balance
Prior Billing
Plan Name $776,538.59 $766,538.00 $10,000.59
Plan Name $778,453.13 $769,253.13 $9,200.00
Subtotal $1,554,991.72 $1,535,791.13 $19,200.59
Current Billing
Plan Name $776,538.59 $10,000.59
Plan Name $778,453.13 $9,200.00
Subtotal $1,554,991.72 $19,200.59
Total Amount Due $38,401.18
Payments Policy
Payments are due and payable in full upon receipt. Payments received after the first day of the month for which coverage is in effect are deemed "late" and penalties may apply.
Premiums must be paid in full by the end of the grace period in order for coverage to continue. Reinstatement is at the absolute and sole discretion of UNICARE Life & Health Insurance Company and reinstatement fee will apply.
Please note that the depositing of a check does not constitute acceptance of premium or a guarantee of coverage.
For UNICARE Life & Health Insurance Company billing questions call 1-800-627-8797.
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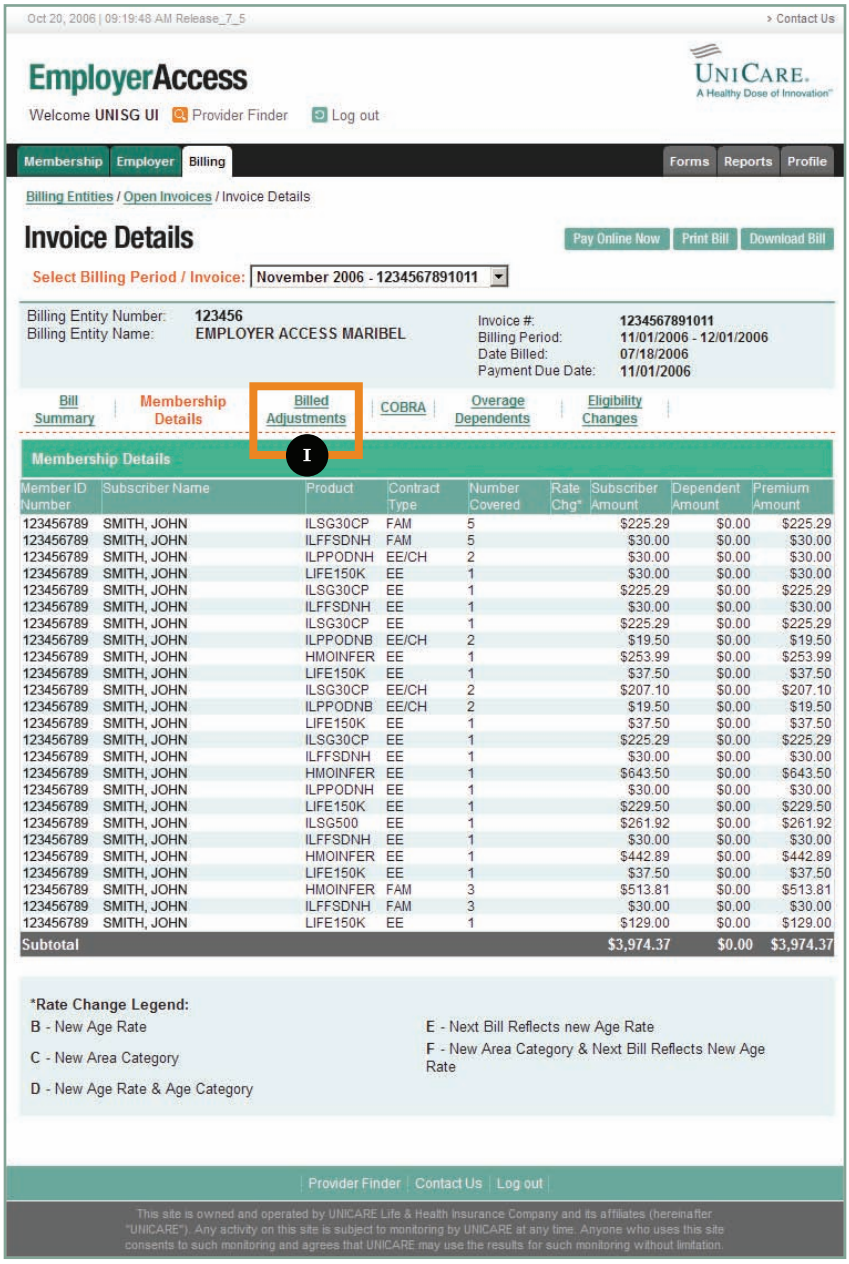
Invoice/Membership Details
Here you can view each employee and dependent within your group.

I To view any billed adjustments for your group made by UniCare, click the "Billed Adjustments" link.


Oct 20, 2006 | 09:19:48 AM Release_7_5
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Membership
Employer
Billing
Forms
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Profile
Billing Entities / Open Invoices / Invoice Details
Invoice Details
Pay Online Now
Print Bill
Download Bill
Select Billing Period / Invoice: November 2006 - 1234567891011
Billing Entity Number: 123456
Billing Entity Name: EMPLOYER ACCESS MARIBEL
Invoice #: 1234567891011
Billing Period: 11/01/2006 - 12/01/2006
Date Billed: 07/18/2006
Payment Due Date: 11/01/2006
Bill Summary
Membership Details
Billed Adjustments
COBRA
Overage Dependents
Eligibility Changes
I
Membership Details
Member ID Number | Subscriber Name | Product | Contract Type | Number Covered | Rate Chg* | Subscriber Amount | Dependent Amount | Premium Amount
123456789 SMITH, JOHN ILSG30CP FAM 5 $225.29 $0.00 $225.29
123456789 SMITH, JOHN ILFFSDNH FAM 5 $30.00 $0.00 $30.00
123456789 SMITH, JOHN ILPPODNH EE/CH 2 $30.00 $0.00 $30.00
123456789 SMITH, JOHN LIFE150K EE 1 $30.00 $0.00 $30.00
123456789 SMITH, JOHN ILSG30CP EE 1 $225.29 $0.00 $225.29
123456789 SMITH, JOHN ILFFSDNH EE 1 $30.00 $0.00 $30.00
123456789 SMITH, JOHN ILSG30CP EE 1 $225.29 $0.00 $225.29
123456789 SMITH, JOHN ILPPODNB EE/CH 2 $19.50 $0.00 $19.50
123456789 SMITH, JOHN HMOINFER EE 1 $253.99 $0.00 $253.99
123456789 SMITH, JOHN LIFE150K EE 1 $37.50 $0.00 $37.50
123456789 SMITH, JOHN ILSG30CP EE/CH 2 $207.10 $0.00 $207.10
123456789 SMITH, JOHN ILPPODNB EE/CH 2 $19.50 $0.00 $19.50
123456789 SMITH, JOHN LIFE150K EE 1 $37.50 $0.00 $37.50
123456789 SMITH, JOHN ILSG30CP EE 1 $225.29 $0.00 $225.29
123456789 SMITH, JOHN ILFFSDNH EE 1 $30.00 $0.00 $30.00
123456789 SMITH, JOHN HMOINFER EE 1 $643.50 $0.00 $643.50
123456789 SMITH, JOHN ILPPODNH EE 1 $30.00 $0.00 $30.00
123456789 SMITH, JOHN LIFE150K EE 1 $229.50 $0.00 $229.50
123456789 SMITH, JOHN ILSG500 EE 1 $261.92 $0.00 $261.92
123456789 SMITH, JOHN ILFFSDNH EE 1 $30.00 $0.00 $30.00
123456789 SMITH, JOHN HMOINFER EE 1 $442.89 $0.00 $442.89
123456789 SMITH, JOHN LIFE150K EE 1 $37.50 $0.00 $37.50
123456789 SMITH, JOHN HMOINFER FAM 3 $513.81 $0.00 $513.81
123456789 SMITH, JOHN ILFFSDNH FAM 3 $30.00 $0.00 $30.00
123456789 SMITH, JOHN LIFE150K EE 1 $129.00 $0.00 $129.00
Subtotal $3,974.37 $0.00 $3,974.37
*Rate Change Legend:
B - New Age Rate
C - New Area Category
D - New Age Rate & Age Category
E - Next Bill Reflects new Age Rate
F - New Area Category & Next Bill Reflects New Age Rate
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Tip:

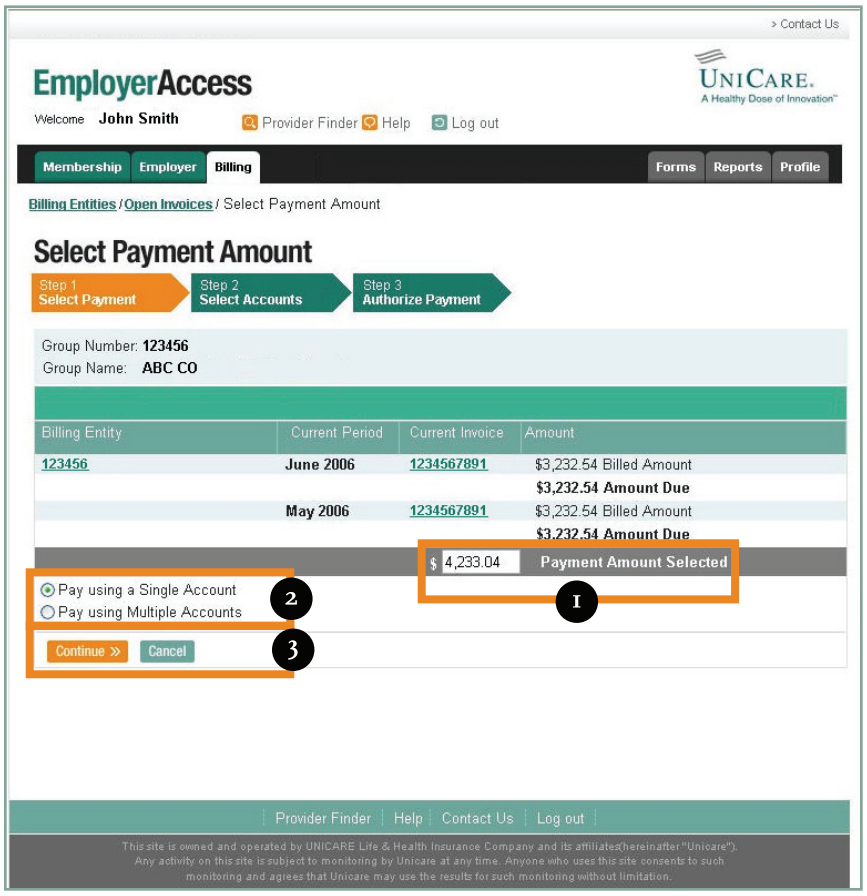
You have the option to pay online from almost any screen in Billing. Look for a green button that says “Pay Online Now.”

Pay Online

EmployerAccess offers you the convenience and flexibility of paying your monthly bill(s) online. You have the option to pay multiple invoices at one time.

1. Enter the amount you would like to pay in the “Payment Amount Selected” box.
2. Choose to pay using a single account or multiple accounts.
3. Click “Continue.”

Note: You are still required to pay all invoices in a timely manner in accordance with the terms of your group contract.



Frequently Asked Questions

Can there be more than one administrator at a group who can process eligibility on EmployerAccess?

- Yes. One administrator may register online per group. If additional administrators are required, they must be added manually by the group's UniCare representative. Each administrator will create their own user ID and PIN with their representative.

Can a group's third-party administrator process the eligibility?

- Yes. We require a written request from the group if they use the services of a third party on their behalf. UniCare will need to approve the use of this third-party administrator. The Internet Eligibility Agreement and the Third Party Agreement will need to be signed by the group and the administrator. An HIPAA designated representation form will also be required.

If the group has multiple subgroups, can the administrator process eligibility for all subgroups?

- Yes. UniCare's system is designed to use the subgroup number to determine what groups will be viewable to the group.

What is the turnaround time once a group administrator has processed activity through EmployerAccess?

- Once the group administrator receives the message that the requested action was "successfully completed," the information is in the UniCare system immediately.

Are groups required to submit membership forms (i.e., enrollment, change, etc.) once activities are processed through EmployerAccess?

- No. The group is responsible for maintaining the eligibility documentation. This is noted in the Internet Eligibility Agreement, under Section IV, Part A – Establishment and Retention of Membership Information.

Should I select "Schedule Payments" as an option if my group has a lot of monthly eligibility maintenance?

- No. "Pay Online Now" is probably a more reliable option to avoid risking the scheduled payment not being enough to cover your monthly premium.

Does UniCare have a minimum browser requirement?

- Yes, Internet Explorer 6.0 or higher.

Does UniCare use passwords?

- Yes. A user ID and PIN are assigned for each of our customers as they register to use the website.

What is your encryption process?

- UniCare uses 128-bit encryption starting at the login page. This means that no usernames or passwords pass across the Internet in clear text.

Do you use Secure Socket Layer (SSL)?

- Yes. 128-bit SSL certificates are installed on the server supporting the website, ensuring an encrypted channel is established between a customer's browser and our website. The vendor we use is Verisign.

Note: If the member's health plan is insured or health maintenance organization coverage, the coverage is provided by one of the following companies: UniCare Life & Health Insurance Company, UniCare Health Insurance Company of the Midwest (IN and IL only), UniCare Health Plans of the Midwest, Inc. (HMO in IN and IL only), UniCare Health Insurance Company of Texas (TX only) or UniCare Health Plans of Texas, Inc. (HMO in TX only).
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